

# Statistics Publication Notice

## AN OFFICIAL STATISTICS PUBLICATION FOR SCOTLAND

### GP Patient Experience Survey Access results for Practices 2010

May 18, 2010 (Revised on May 26, 2010)

The results of the access questions from the 2009/10 GP Patient Experience Survey were released today by Scotland's Chief Statistician. This survey was sent to a random sample of patients registered with 1,014 GP practices in Scotland.

These results summarise feedback from patients about whether they were able to see or speak to someone at their GP practice fairly quickly (within 2 working days / 48 hours) and about whether they were able to book appointments in advance.

The main findings are:

- 94.5 per cent of patients in Scotland were able to obtain 48-hour access compared to 89.6 per cent last year.
- 84.5 per cent of patients in Scotland were able to obtain advance access compared to 75.4 last year.
- At 917 GP practices in Scotland, at least 90 per cent of patients reported that they were able to obtain 48 hour access. This equates to 90 per cent of all practices, compared with 67 per cent of practices in last year's access survey.
- More than 70 per cent of patients at every practice in Scotland said they were able to obtain 48 hour access. Last year 20 practices had a result below this level.
- At 581 GP practices in Scotland, at least 90 per cent of patients reported that they were able to book an appointment in advance. This equates to 58 per cent of practices, compared with 39 per cent of practices last year.
- More than 60 per cent of patients said they were able to book in advance at 94 per cent of practices, while last year this was the case for 86 per cent of practices.

Results for all practices can be found on the Scottish Government website at: <http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPAccessSurveyResults> (excel format)

Table 1 shows the percentage of patients in each NHS Board that were able to obtain 48 hour and advance access.

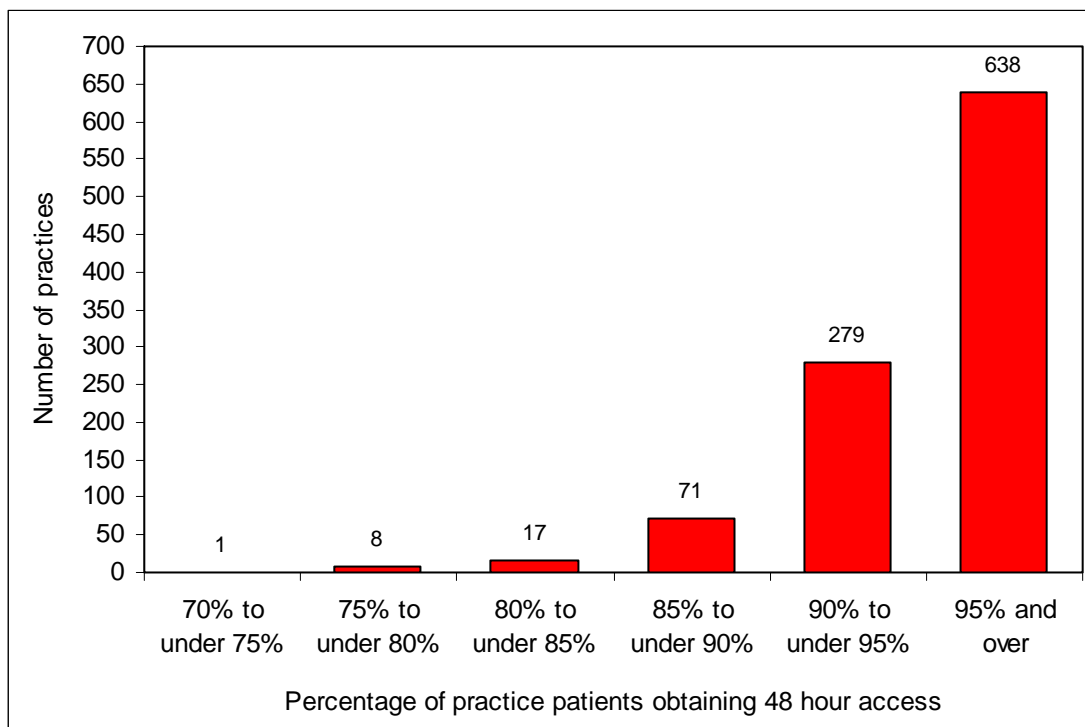
**Table 1 48-hour GP access and advance booking at national and NHS Board level<sup>1</sup>**  
(Revised May 26, 2010 – see Background Notes)

NHS Board	% of patients able to obtain 48 hour access	% of patients able to obtain advance access
Ayrshire & Arran	94.3	84.0
Borders	95.8	93.6
Dumfries & Galloway	97.3	87.2
Fife	93.3	85.6
Forth Valley	93.5	81.4
Grampian	93.3	85.7
Greater Glasgow & Clyde	94.9	86.2
Highland	96.4	90.0
Lanarkshire	93.1	79.3
Lothian	94.5	84.4
Orkney	99.2	99.0
Shetland	96.7	85.4
Tayside	95.5	77.2
Western Isles	97.1	92.8
<b>NHS Scotland Overall</b>	<b>94.5</b>	<b>84.5</b>

### 48 Hour Access

Chart 1 shows how the practice results are spread – it can be seen that the majority have very high results. The minimum result for a practice was 72% and the maximum was 100%. The range of practice results for NHS Boards is shown in table 2.

**Chart 1: Distribution of Practice Results for 48 hour access**



<sup>1</sup> Results for each GP practice have been weighted by the relative practice size to provide results more representative of the population at national and NHS Board level.

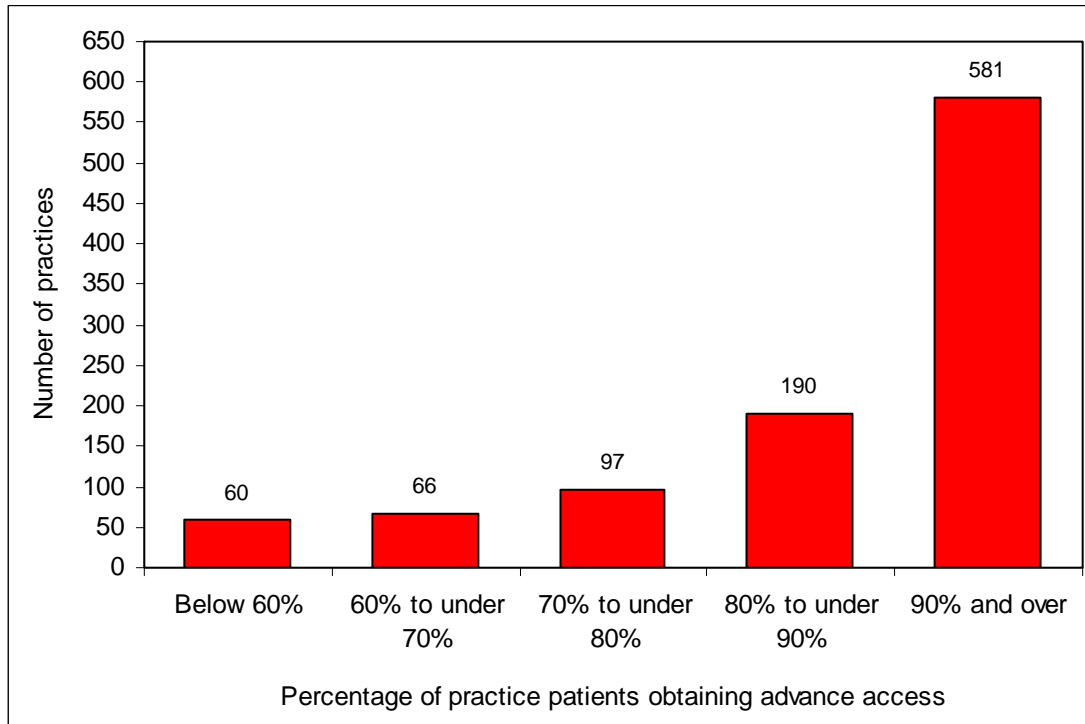
**Table 2: Practice results for 48 hour access by NHS Board**

NHS Board	Practice result for 48 hour access						Total number of practices (100%)
	70% to under 80%		80% to under 90%		90% and over		
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>
Ayrshire & Arran	-	-	5	8	54	92	<b>59</b>
Borders	-	-	-	-	25	100	<b>25</b>
Dumfries & Galloway	-	-	1	3	34	97	<b>35</b>
Fife	-	-	7	12	50	88	<b>57</b>
Forth Valley	2	4	7	12	48	84	<b>57</b>
Grampian	1	1	13	16	69	83	<b>83</b>
Greater Glasgow & Clyde	5	2	20	7	245	91	<b>270</b>
Highland	-	-	4	4	98	96	<b>102</b>
Lanarkshire	-	-	16	16	82	84	<b>98</b>
Lothian	1	1	10	8	113	91	<b>124</b>
Orkney	-	-	-	-	14	100	<b>14</b>
Shetland	-	-	-	-	10	100	<b>10</b>
Tayside	-	-	5	7	63	93	<b>68</b>
Western Isles	-	-	-	-	12	100	<b>12</b>
<b>Scotland</b>	<b>9</b>	<b>1</b>	<b>88</b>	<b>9</b>	<b>917</b>	<b>90</b>	<b>1,014</b>

## Advance access

Chart 2 shows that the range of practice results for advance booking was wider than for 48 hour access. The minimum was 29% and the maximum 100%. Table 3 shows the number of practices in each NHS Board by range of advance access results. (Note that these results exclude 20 practices identified as “Open Access”).<sup>2</sup>

**Chart 2: Distribution of practice results for advance access**



**Table 3: Practice results for advance access by NHS board**

NHS Board	Practice result for advance access										Total number of practices (100%) <i>n</i>
	Below 60%		60% to under 70%		70% to under 80%		80% to under 90%		90% and over		
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Ayrshire & Arran	3	5	5	9	10	17	14	24	26	45	<b>58</b>
Borders	-	-	-	-	-	-	3	12	22	88	<b>25</b>
Dumfries & Galloway	1	3	2	6	1	3	8	24	21	64	<b>33</b>
Fife	5	9	3	5	5	9	12	21	32	56	<b>57</b>
Forth Valley	8	14	2	4	7	12	9	16	31	54	<b>57</b>
Grampian	4	5	4	5	7	9	20	25	46	57	<b>81</b>
Greater Glasgow & Clyde	10	4	19	7	27	10	53	20	161	60	<b>270</b>
Highland	2	2	2	2	1	1	12	13	75	82	<b>92</b>
Lanarkshire	8	8	11	11	15	15	20	20	44	45	<b>98</b>
Lothian	11	9	7	6	14	12	28	23	61	50	<b>121</b>
Orkney	-	-	-	-	-	-	-	-	13	100	<b>13</b>
Shetland	-	-	-	-	1	10	1	10	8	80	<b>10</b>
Tayside	8	12	11	16	9	13	8	12	32	47	<b>68</b>
Western Isles	-	-	-	-	-	-	2	18	9	82	<b>11</b>
<b>Scotland</b>	<b>60</b>	<b>6</b>	<b>66</b>	<b>7</b>	<b>97</b>	<b>10</b>	<b>190</b>	<b>19</b>	<b>581</b>	<b>58</b>	<b>994</b>

<sup>2</sup> This is where a practice does not offer any pre-bookable appointments with a GP but offers times when a patients can turn up and wait to be seen.

## BACKGROUND NOTES

### 1. The GP patient experience survey 2009/10

The survey was sent to over 485,000 people across Scotland, and asked questions about various aspects of their GP surgery. Provisional results for each practice were published on 27<sup>th</sup> April here:

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>.

A national report and report on survey methodology will be published on 27 July.

The provisional results did not include the surveys that were returned after the closing date. These have been included in the access analysis published today.

The questionnaire can be seen here:

<http://www.bettertogetherscotland.com/bettertogetherscotland/files/GP%20Survey%20Final%20November.pdf>

### 2. Access results and the Quality and Outcomes Framework (QOF)

These results are being published separately because they will inform 2 indicators in the QOF. 48 hour access results inform the indicator PE7, and advance access results feed into PE8. Together these are worth 58.5 points out of a possible 1000 that GP practices can obtain. Points will be calculated on a sliding scale depending on the percentage of surveyed patients obtaining access. For both indicators, all practices with 90% or more of patients answering positively will achieve full points; for PE7, no points are awarded for 70% or less and for PE8 the lower threshold is 60%.

### 3. Calculation of results

#### (a) 48 hour access

Questions 4, 5 and 6 of the survey measured the ability of patients to obtain a consultation with an appropriate health professional within 2 working days at their GP practice. The answers provided to these questions were coded into those who had obtained 48 hour access and those who had not. Anyone who had not tried to obtain 48 hour access in the last year or had not answered these 3 questions correctly was excluded.

48 hour access was obtained where either:

- the patient had a face-to-face or telephone consultation with a GP or nurse within 2 working days, or
- was offered an appointment within 2 working days but the exact day/time did not suit them or it was not with the person they preferred to see

#### (b) Advance access

Questions 7,8 and 9 of the survey measured the ability of patients to book an appointment with a GP in advance. The answers provided to these questions were coded into those who had obtained advance access and those who had not. Anyone who had not tried to book a GP appointment in the last year was excluded.

Advance access was obtained where either:

- the patient was able to book an appointment in advance, or
- was offered an appointment in advance but the exact day/time did not suit them or it was not with the person they preferred to see.

It should be noted that the results this year are not strictly comparable with advance access results from the GP access survey last year, due to the inclusion of Q9 in the calculation.

Results are not shown for practices which are recognised by their NHS Board as being "Open Access" only. This applies to 20 practices in Scotland.

### 4. NHSScotland HEAT targets

The results shown in Table 1 inform NHSScotland HEAT targets. More information on HEAT targets is available here:

<http://www.scotland.gov.uk/About/scotPerforms/partnerstories/NHSScotlandperformance>

## **5. Revisions and Corrections**

The weighted NHS Board and national results for advance access wrongly included open access practices and have been corrected to exclude these practices (Table 1). This has increased the percentage of patients in Scotland able to obtain advance access from 84.1 to 84.5 per cent. Advance access results for the following NHS Boards were affected: Ayrshire and Arran (increased by 0.3 per cent); Dumfries and Galloway (increased by 2.9 per cent); Grampian (increased by 0.3 per cent); Highland (increased by 1.9 per cent); Lothian (increased by 0.5 per cent); Orkney (increased by 0.3 per cent); Western Isles (increased by 2 per cent).

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### **Complaints and suggestions**

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