

**Subject:** The Annual GP Patient Survey

**Date of Meeting:** 04 March 2009

**Report of:** The Director of Strategy and Governance

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**Wards Affected:** All

### FOR GENERAL RELEASE

#### 1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report seeks to provide members with information on the annual GP patient survey.

#### 2. RECOMMENDATIONS:

- 2.1 That members:

- (1) consider the information contained in this report and its appendices;
- (2) (if deemed appropriate) agree comments on the annual GP patient survey to be forwarded by the Health Overview & Scrutiny Committee (HOSC) Chairman to the Secretary of State for Health.

#### 3. BACKGROUND INFORMATION

- 3.1 At the 21 January 2009 HOSC meeting some members voiced concerns about aspects of the annual GP patient survey. The Chairman consequently decided to schedule an item on the patient survey for a future committee meeting.
- 3.2 The GP patient survey is an annual survey of patient satisfaction with GP services. The current survey is the third such that has been undertaken.

- 3.3 The GP patient survey is a Department of Health (DH) initiative, delivered by the independent research organisation Ipsos Mori. More detailed information about the survey can be found at: <http://www.gp-patient.co.uk>
- 3.4 The GP patient survey is sent out to approximately 5.5 million NHS patients each year. Only individuals who have received this year's questionnaire are entitled to respond to the survey. However, a copy of the questionnaire is reprinted for information as **appendix 1** to this report.
- 3.5 Local NHS organisations such as Primary Care Trusts (PCTs) and Strategic Health Authorities (SHAs) have no direct input into the GP patient survey, which is a national initiative. The results of the survey are however relayed to PCTs who use this information to inform their commissioning of primary care services.
- 3.6 Should members choose to make comments (for instance about the wording of the survey or the range of its questions), these will have to be directed to the Department of Health rather than to local NHS bodies. The HOSC Chairman has indicated that she is happy to write to the Secretary of State for Health should members wish to pass their comments on.

#### **4. CONSULTATION**

- 4.1 No formal consultation has been undertaken in relation to this report.

#### **5. FINANCIAL & OTHER IMPLICATIONS:**

##### Financial Implications:

- 5.1 None for the council.

##### Legal Implications:

- 5.2 “ There are no adverse legal implications arising as a result of the recommendation/s in this report”

*Lawyer Consulted: Anna MacKenzie; Date: 19/02/09*

##### Equalities Implications:

- 5.3 There are very significant inequalities in health at both a national and a local level, and effective GP services are widely seen as playing a key role in addressing these inequalities. It is therefore critical to be able to accurately gauge the efficacy of local GP services, and the annual GP patient survey is an important tool in this context.

Sustainability Implications:

5.4 None identified.

Crime & Disorder Implications:

5.5 None identified.

Risk and Opportunity Management Implications:

5.6 None identified.

Corporate / Citywide Implications:

5.7 None identified.

**SUPPORTING DOCUMENTATION**

**Appendices:**

1. The annual GP patient survey

**Documents in Members' Rooms:**

None

**Background Documents:**

None

