

GP PATIENT SURVEY

NHS NORTH LINCOLNSHIRE CCG

Latest survey results

July 2015 publication

Version 1 | Internal Use Only

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Introduction and guidance

Background information about the survey

- The GP Patient Survey (GPPS) is an England-wide survey, providing **practice-level data** about patients' experiences of their GP practices.
- Ipsos MORI administers the survey on behalf of NHS England.
- For more information about the survey please refer to the end of this slide pack or visit <https://gp-patient.co.uk/>.
- This slide pack presents some of the key results for **NHS NORTH LINCOLNSHIRE CCG**.
- The data in this slide pack are based on the **July 2015 GPPS publication**. This combines two waves of fieldwork, from July to September 2014 and January to March 2015, providing **practice-level data**.
- In NHS NORTH LINCOLNSHIRE CCG, **6,139** questionnaires were sent out, and **2,268** were returned completed. This represents a response rate of **37%**.
- In 2015, Area Teams were combined to form 13 Regions. This slide pack makes reference to Area Team results. Future reports will refer to the newly established Regions.

The screenshot shows the NHS GP Patient Survey questionnaire interface. At the top, it says 'Ipsos MORI' and 'THE GP PATIENT SURVEY'. Below that, there's a header with 'Please answer the questions below by putting an X in ONE BOX for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential. If you would prefer to complete the survey online, please go to www.gp-patient.co.uk'. There are fields for 'Reference' (1234567890) and 'Online password' (ABCDE). The main section is titled 'ACCESSING YOUR GP SERVICES' and contains several questions with multiple-choice options. The questions are: 1. When did you last see or speak to a GP from your GP surgery? (Options: In the past 3 months, Between 3 and 6 months ago, Between 6 and 12 months ago, More than 12 months ago, I have never seen a GP from my GP surgery, I have never seen a GP from my GP surgery from your GP surgery). 2. How do you normally book your appointments to see a GP or nurse at your GP surgery? (Options: In person, By phone, By fax machine, Online, Doesn't apply). 3. Which of the following methods would you prefer to use to book appointments at your GP surgery? (Options: In person, By phone, By fax machine, No preference, Other). 4. Is there a particular GP you usually prefer to see or speak to? (Options: Yes, No, I see only one GP, I see only one GP in my GP surgery, I see more than one GP, I see several GPs, I see a lot of GPs, I see all the GPs, I don't know). 5. How helpful do you find the receptionists at your GP surgery? (Options: Very helpful, Fairly helpful, Not very helpful, Not at all helpful, Don't know). 6. In the reception area, can other patients sometimes wait too long to see the receptionist? (Options: Yes, but I don't mind, Yes, and I'm not happy about it, No, other patients can't overhear, Don't know).

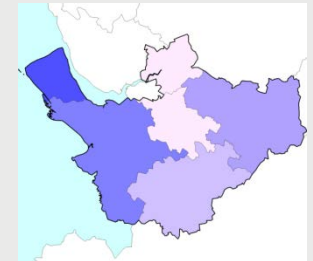
Introduction

- The GP Patient Survey measures patients' experiences across a range of topics, including:
 - Making appointments
 - Waiting times
 - Perceptions of care at appointments
 - Practice opening hours
 - Out-of-hours services
- The GP Patient Survey provides data at practice level using a consistent methodology, which means it is comparable across organisations and over time.
- The survey has limitations:
 - Sample sizes at practice level are relatively small.
 - The survey does not include qualitative data which limits the detail provided by the results.
 - The data are provided twice a year rather than in real time.
- However, given the consistency of the survey across organisations and over time, GPPS can be used as one element of evidence.
- It can be triangulated with other sources of feedback, such as feedback from Patient Participation Groups, local surveys and the Friends and Family Test, to develop a fuller picture of patient journeys.
- **This slide pack is intended to assist this triangulation of data. It aims to highlight where there may be a need for further exploration.**
- Practices and CCGs can then discuss the findings further and triangulate them with other data – in order to identify potential improvements and highlight best practice.
- **The following slide suggests ideas for how the data can be used to improve services.**

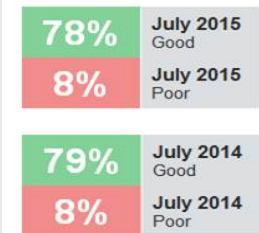
Guidance on how to use the data

The following suggest ideas for how the data in this slide pack can be used and interpreted to improve GP services:

- **Comparison of a CCG's results against the national average or Area Team average:** this allows benchmarking of the results to identify whether the CCG is performing well, poorly, or in line with others. The CCG may wish to focus on areas where it compares less favourably.
- **Analysing trends in a CCG's results over time:** this provides a sense of the direction of the CCG's performance over time. The CCG may wish to focus on areas that have seen declines over time.
- **Considering questions where there is a larger range in responses among practices or CCGs:** this highlights areas in which greater improvements may be possible, as some CCGs or practices are performing significantly better than others. The CCG may wish to focus on areas with a larger range in the results.
- **Comparison of practices' results within a CCG:** this can identify practices within a CCG that seem to be over-performing or under-performing compared with others. The CCG may wish to work with individual practices: 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.



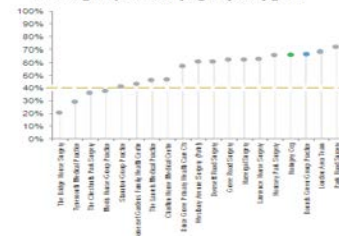
CCGs' results over time



Practice range in CCG - % Easy



Percentage of patients saying very/fairly good



Interpreting the results

- The number of respondents answering (the base size) is stated for each question. The total number of responses is shown at the bottom of each chart.
- All base sizes shown in this document are weighted to retain consistency across GPPS reports, so the actual number of responses may be higher or lower. To view unweighted base sizes for all questions reported in this slide pack, please refer to the Excel reports on the GPPS website (see the 'Want to know more?' section of this slide pack for details of where these are located).
- Where a result for the 'Area Team/AT' is presented, this refers to the overall score across NORTH YORKSHIRE AND HUMBER AREA TEAM.
- **All comparisons are indicative only. Differences may not be statistically significant – particularly when comparing practices due to low numbers of responses.**

- 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.

- **Trends:**

- **July 2015:** refers to the **July 2015 publication** (fieldwork July to September 2014 and January to March 2015).
- **July 2014:** refers to the **July 2014 publication** (fieldwork July to September 2013 and January to March 2014).

- **Maps:**

- CCG and practice-level results are also displayed in maps, with results split across 5 bands (or 'quintiles') in order to have a fairly even distribution at the national level of CCGs/practices across each band.
- For further information on using the data please refer to the end of this slide pack.

* More than 0.5% but less than 1%

When fewer than 10 patients respond

In cases where fewer than 10 people 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.

100%

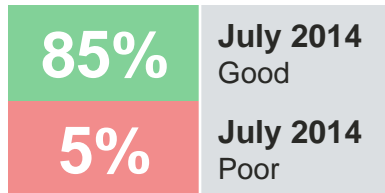
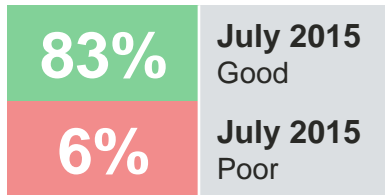
Where results do not sum to 100%, or where individual responses (e.g. fairly good; very good) do not sum to combined responses (e.g. very/fairly good) this is due to **rounding**.

Overall experience of GP surgeries

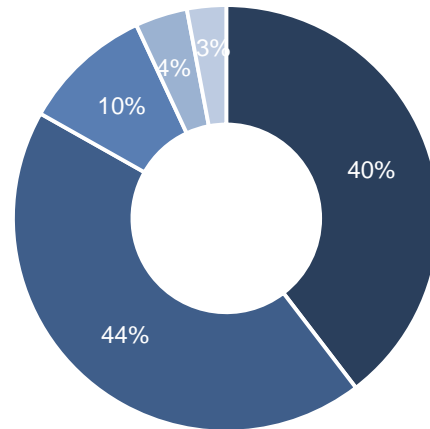
Overall experience of GP surgery

Overall, how would you describe your experience of your GP surgery?

CCGs' results over time



CCG's results



- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

National results

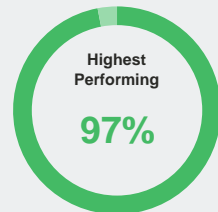
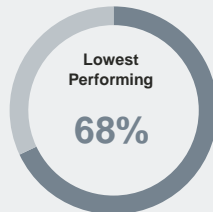
85%

Good

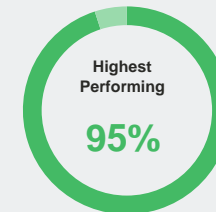
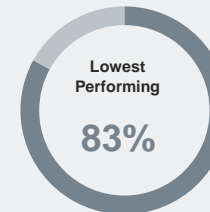
5%

Poor

Practice range in CCG – % Good



CCG range in AT – % Good



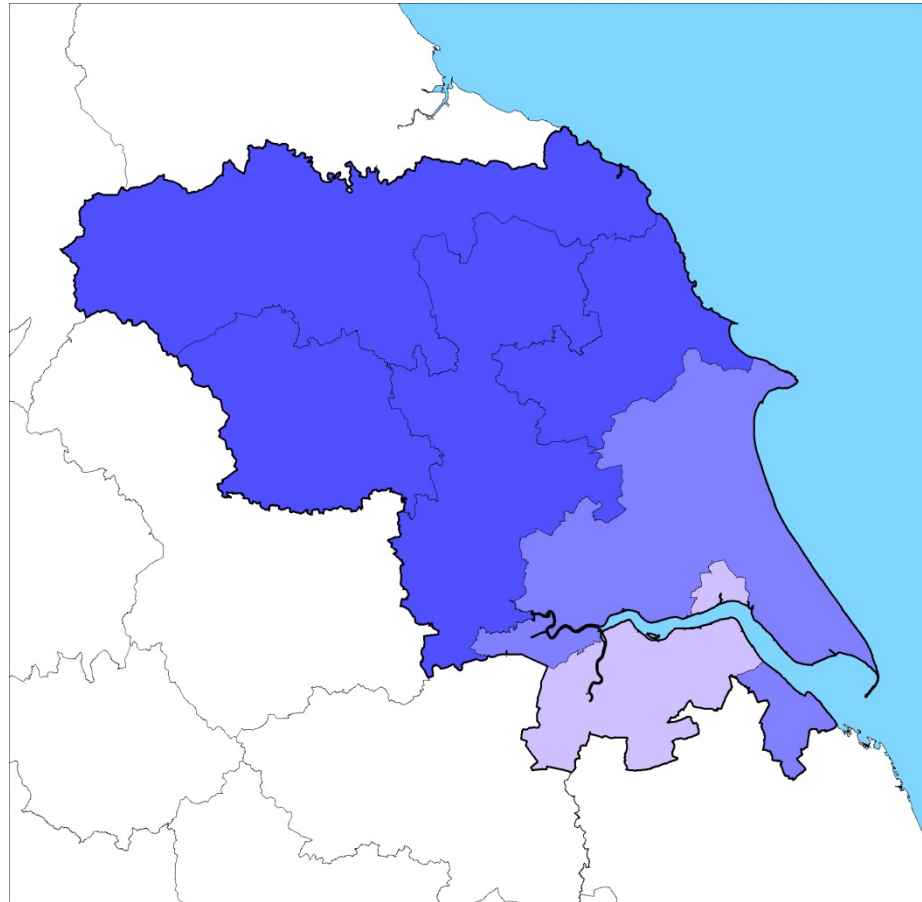
%Good = %Very good + %Fairly good
%Poor = %Very poor + %Fairly poor

Base: All those completing a questionnaire: CCG 2015 (2,584); CCG 2014 (2,758); National (841,444)

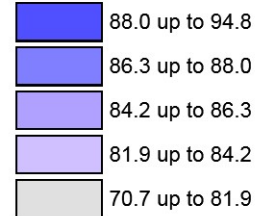
Overall experience: how the CCG's results compare to other CCGs within the Area Team

Overall, how would you describe your experience of your GP surgery?

Percentage of patients saying very/fairly good



Overall Experience of GP Surgery



Results range from

83%
to
95%

Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: CCG bases range from 1,801 to 4,908

%Good = %Very good + %Fairly good

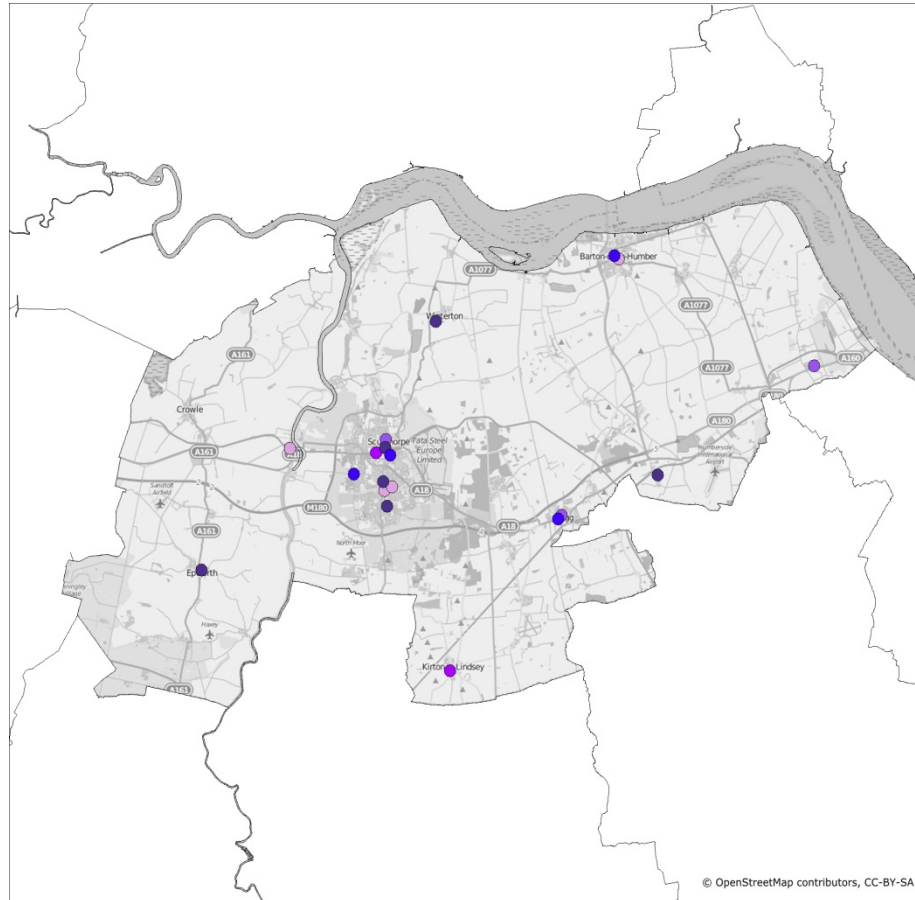
Overall experience – how the CCG's practices compare

Overall, how would you describe your experience of your GP surgery?

Percentage of patients saying very/fairly good

Overall Experience of GP Surgery

- 93.0 up to 100.0
- 88.8 up to 93.0
- 84.3 up to 88.8
- 77.9 up to 84.3
- 28.7 up to 77.9



Results range from

68%
to
97%

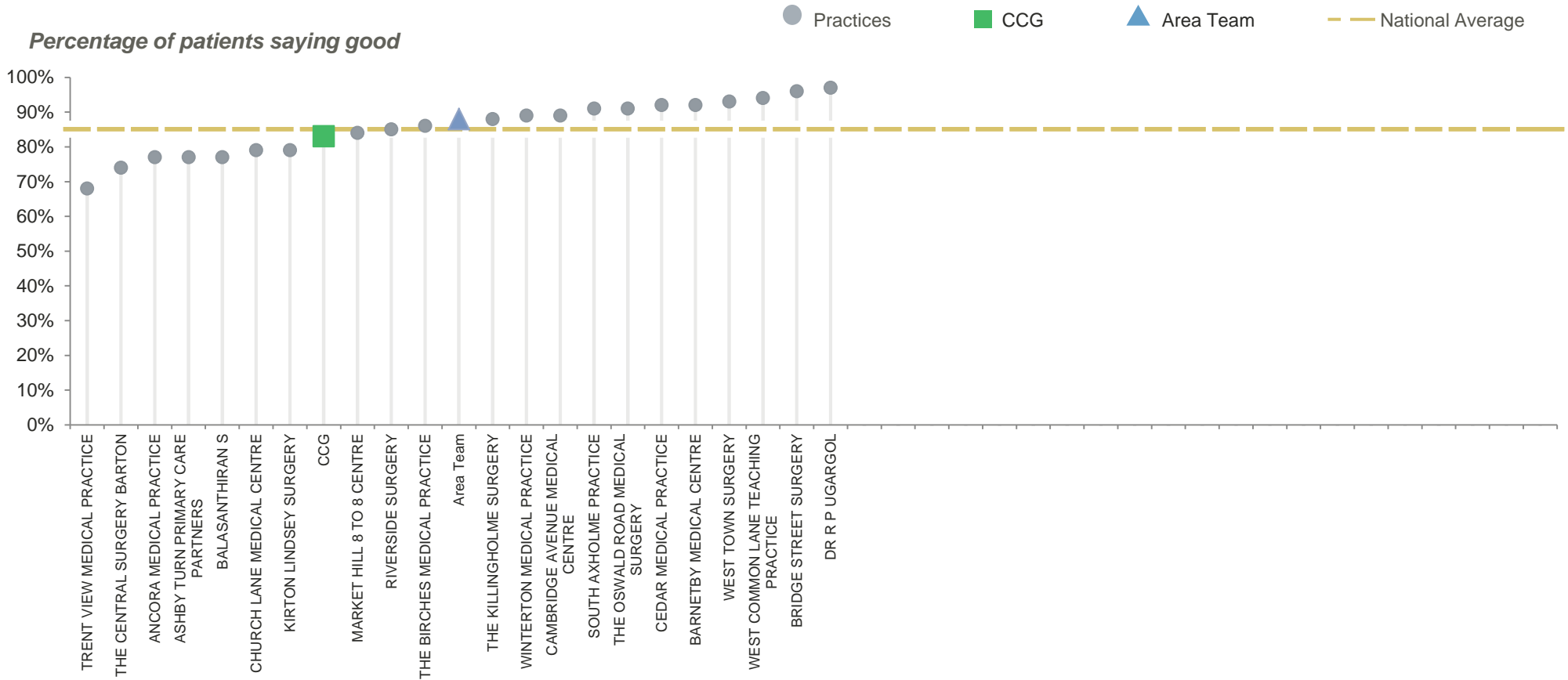
Comparisons are indicative only:
differences may not be statistically
significant

Base: All those completing a questionnaire: Practice bases range from 18 to 260

%Good = %Very good + %Fairly good

Overall experience – how the CCG's practices compare

Overall, how would you describe your experience of your GP surgery?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: Practice bases range from 18 to 260

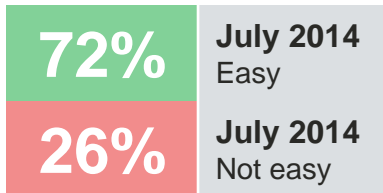
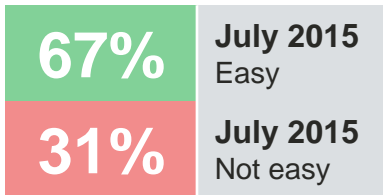
%Good = %Very good + %Fairly good

Access to GP services

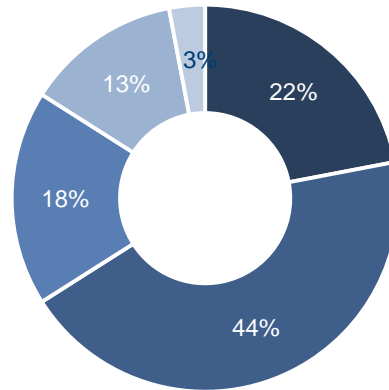
Ease of getting through to GP surgery on the phone

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

CCG's results over time



CCG's results



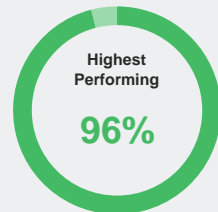
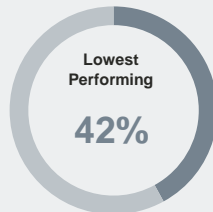
- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Haven't tried

National results

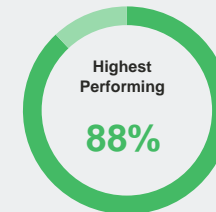
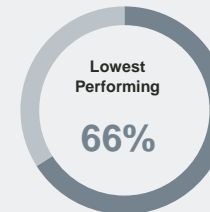
71%
Easy

26%
Not easy

Practice range in CCG - % Easy



CCG range in AT - % Easy

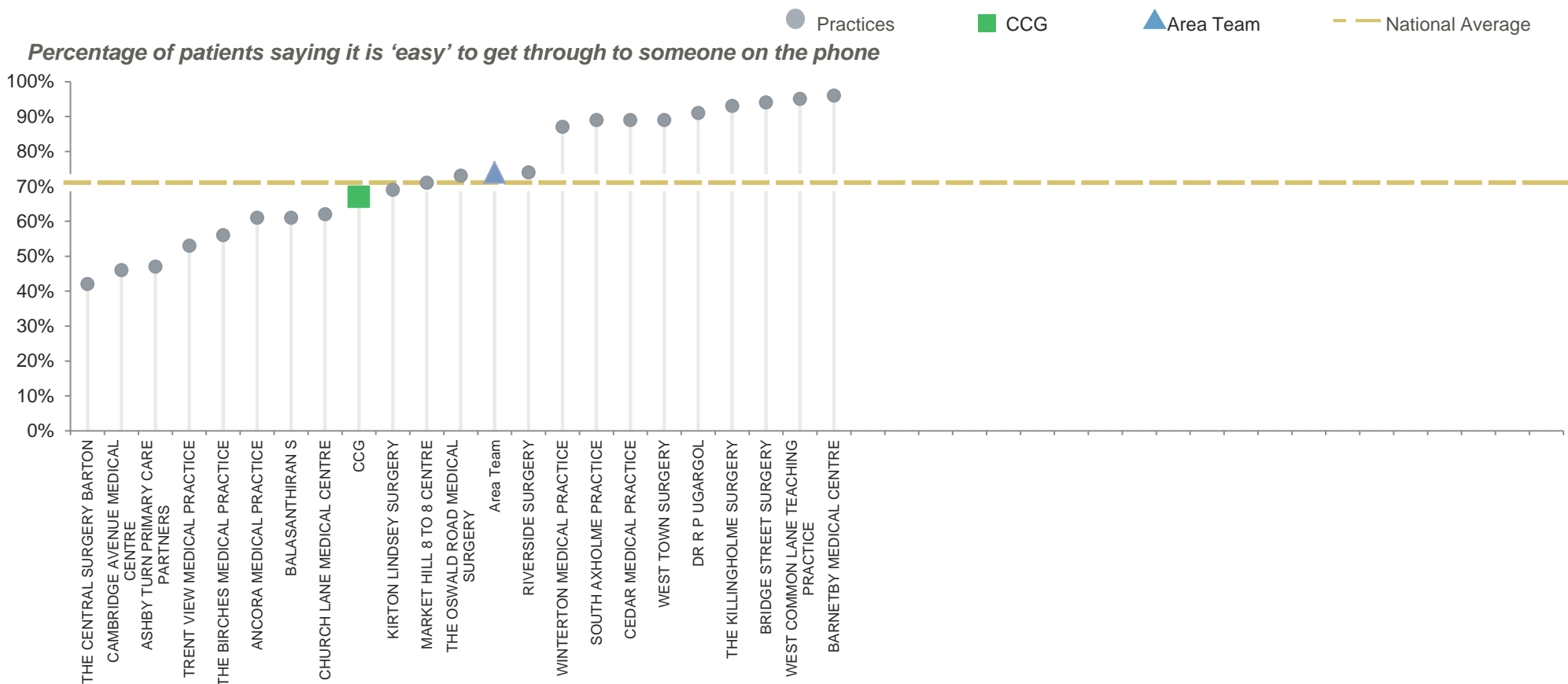


Base: All those completing a questionnaire: CCG 2015 (2,611); CCG 2014 (2,799); National (854,501)

%Easy = %Very easy + %Fairly easy
%Not easy = %Not very easy + %Not at all easy

Ease of getting through to GP surgery on the phone: how the CCG's practices compare

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



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

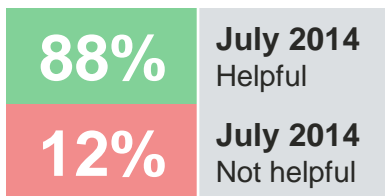
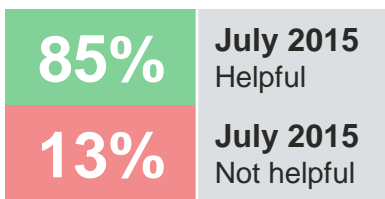
Base: All those completing a questionnaire: Practice bases range from 18 to 262

%Easy = %Very easy + %Fairly easy

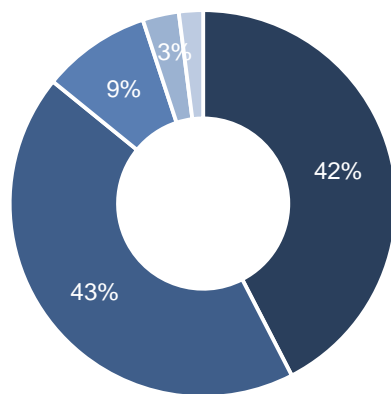
Helpfulness of receptionists at GP surgery

How helpful do you find the receptionists at your GP Surgery?

CCG's results over time

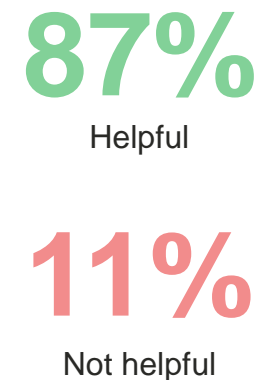


CCG's results

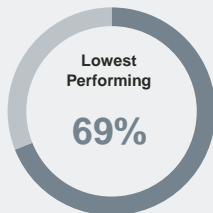


- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know

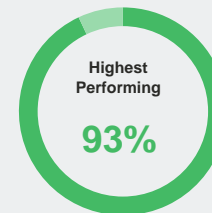
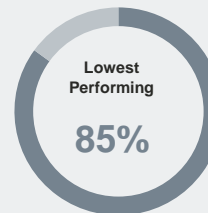
National results



Practice range in CCG - % Helpful



CCG range in AT - % Helpful

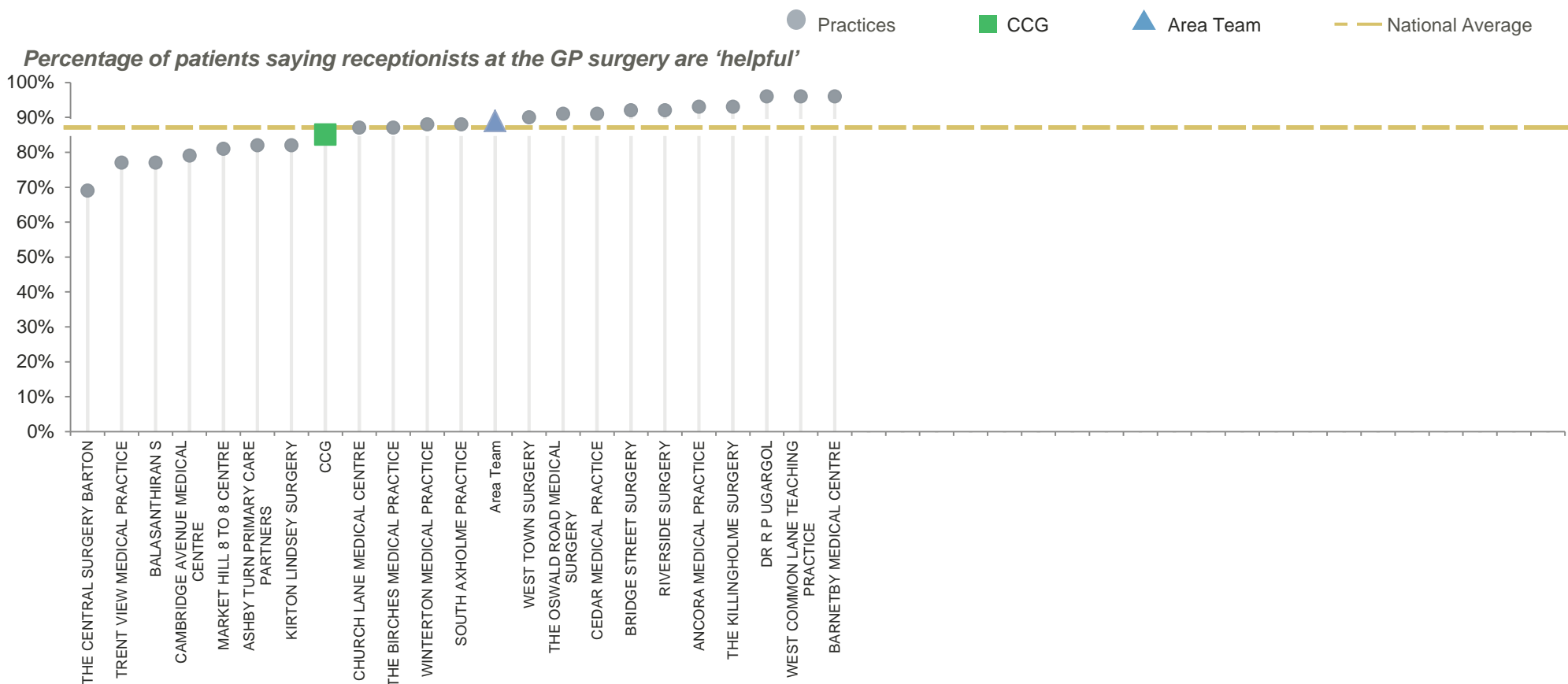


Base: All those completing a questionnaire: CCG 2015 (2,598); CCG 2014 (2,798); National (853,740)

%Helpful = %Very helpful + %Fairly helpful
%Not helpful = %Not very helpful + %Not at all helpful

Helpfulness of receptionists at GP surgery: how the CCG's practices compare

How helpful do you find the receptionists at your GP Surgery?



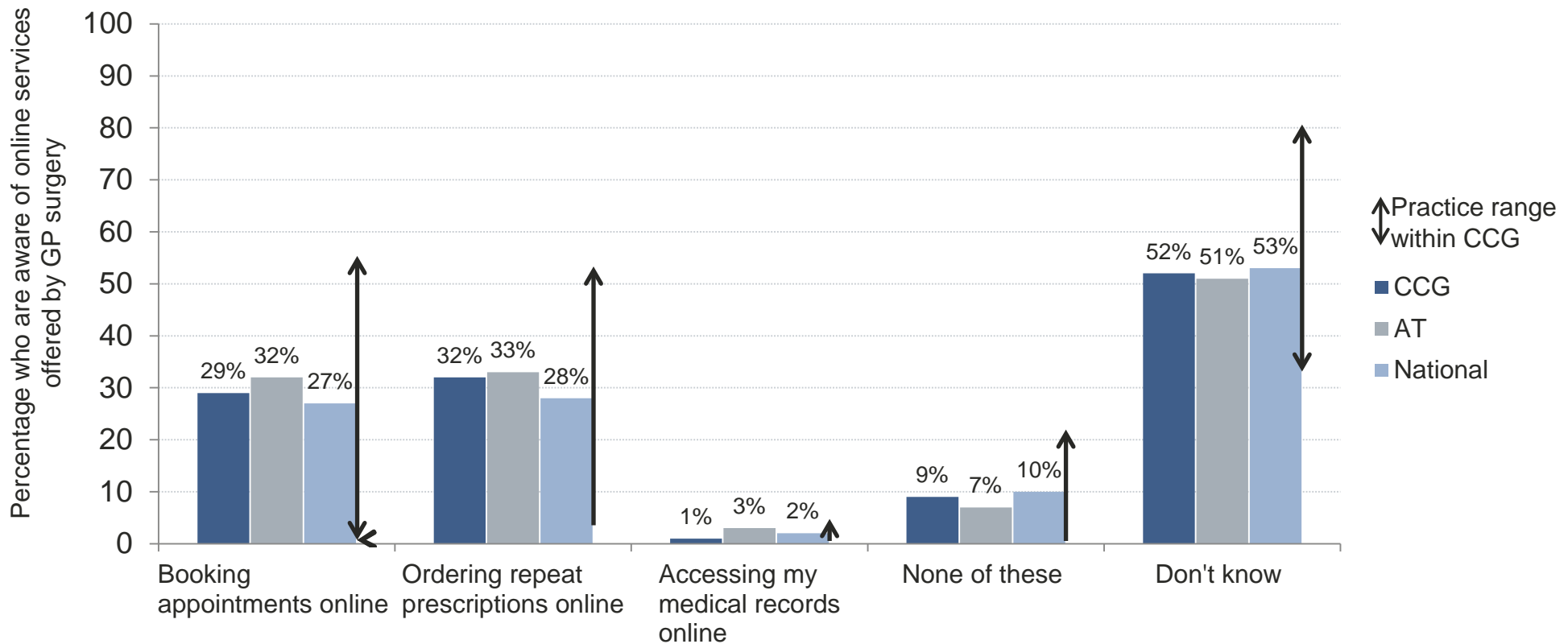
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: Practice bases range from 18 to 262

%Helpful = %Very helpful + %Fairly helpful

Awareness of online services

As far as you know, which of the following online services does your GP surgery offer?

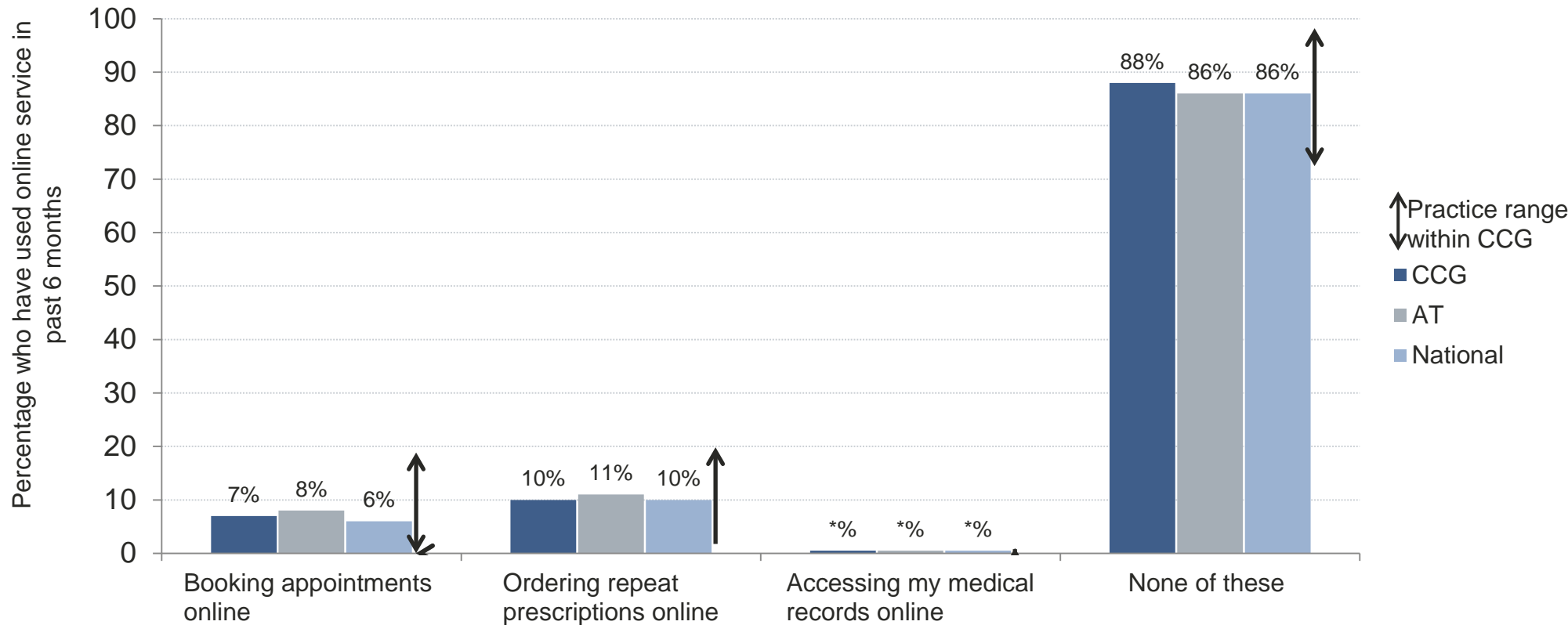


Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: CCG 2015 (2,531); Area Team (25,281); National (832,820)

Online service use

And in the past 6 months, which of the following online services have you used at your GP surgery?



Comparisons are indicative only: differences may not be statistically significant

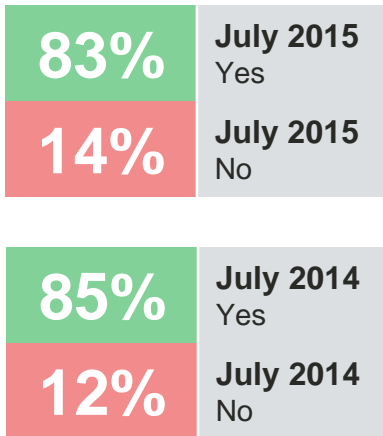
Base: All those completing a questionnaire: CCG 2015 (2,547); Area Team (25,374); National (834,118)

Making an appointment

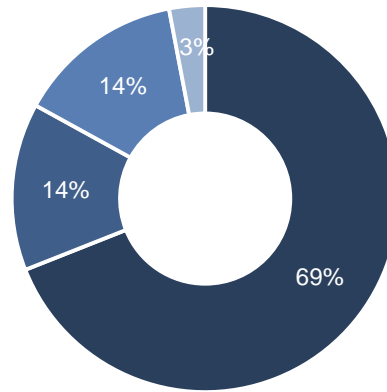
Success in getting an appointment

The last time you wanted to see or speak to a GP or nurse, were you able to get an appointment to see or speak to someone?

CCG's results over time

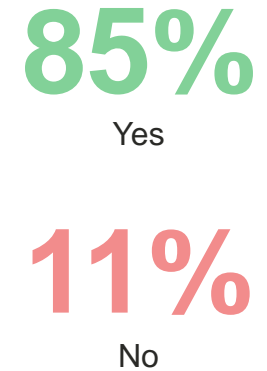


CCG's results

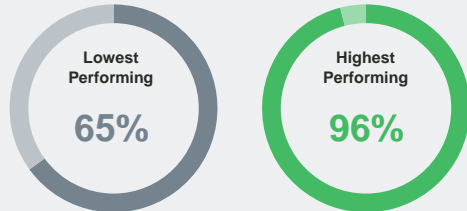


- Yes
- Yes, but I had to call back closer to or on the day
- No
- Can't remember

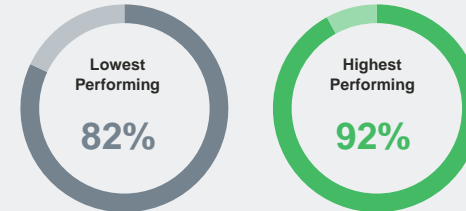
National results



Practice range in CCG - % Yes



CCG range in AT - % Yes

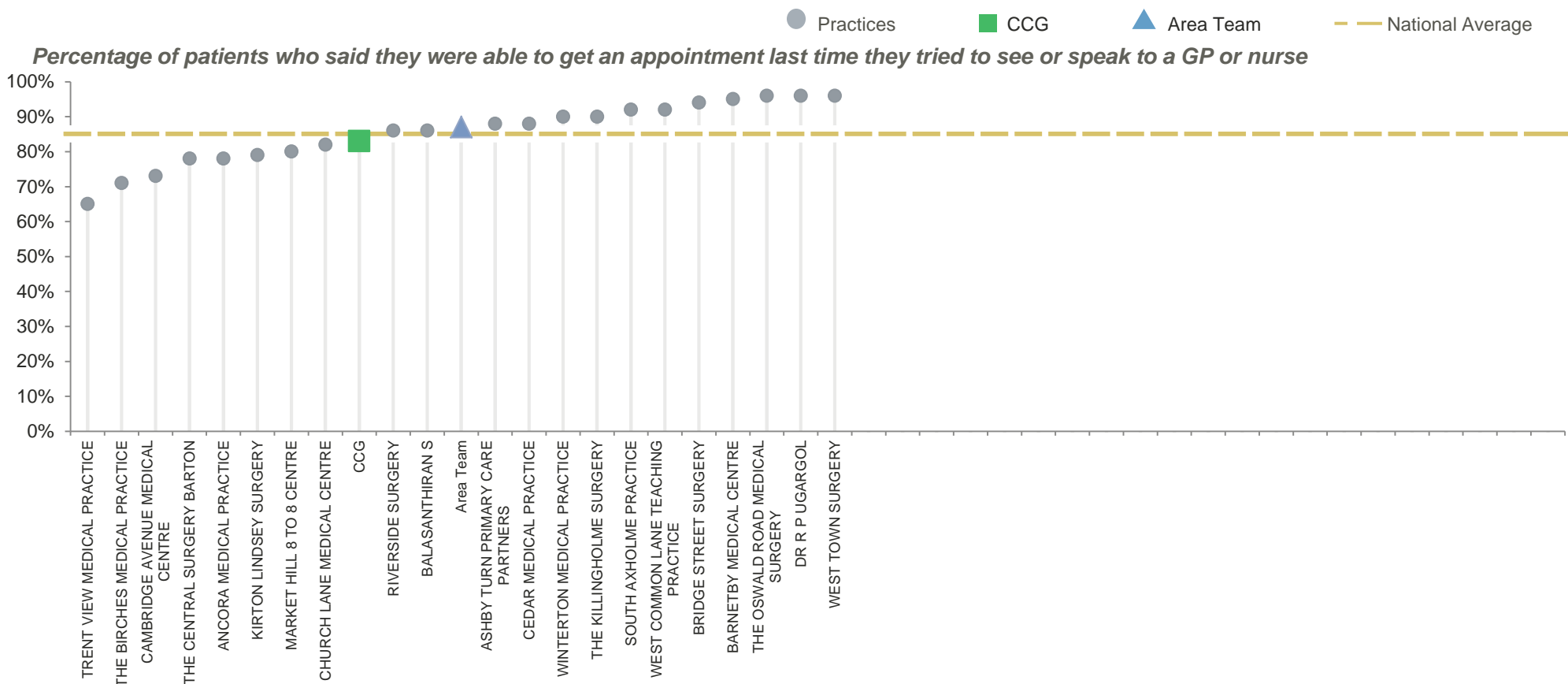


Base: All those completing a questionnaire: CCG 2015 (2,532); CCG 2014 (2,718); National (830,142)

%Yes = %Yes + %Yes, but I had to call back closer to or on the day

Success in getting an appointment: how the CCG's practices compare

The last time you wanted to see or speak to a GP or nurse, were you able to get an appointment to see or speak to someone?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

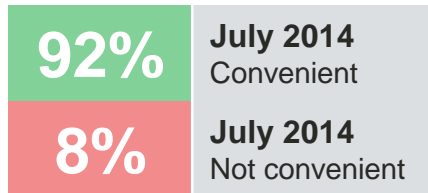
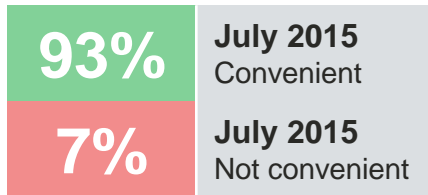
Base: All those completing a questionnaire: Practice bases range from 18 to 257

%Yes = %Yes + %Yes, but I had to call back closer to or on the day

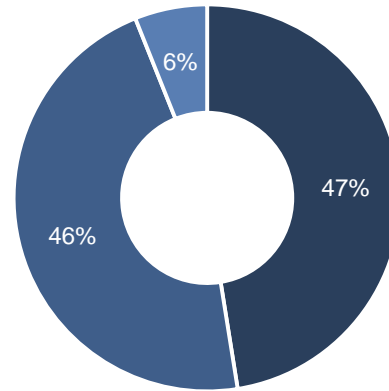
Convenience of appointment

How convenient was the appointment you were able to get?

CCG's results over time



CCG's results



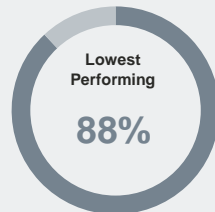
- Very convenient
- Fairly convenient
- Not very convenient
- Not at all convenient

National results

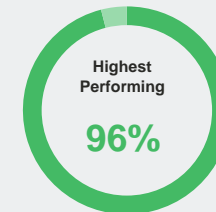
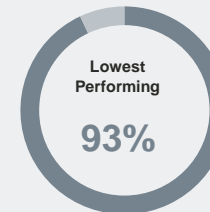
92%
Convenient

8%
Not convenient

Practice range in CCG - % Convenient



CCG range in AT - % Convenient



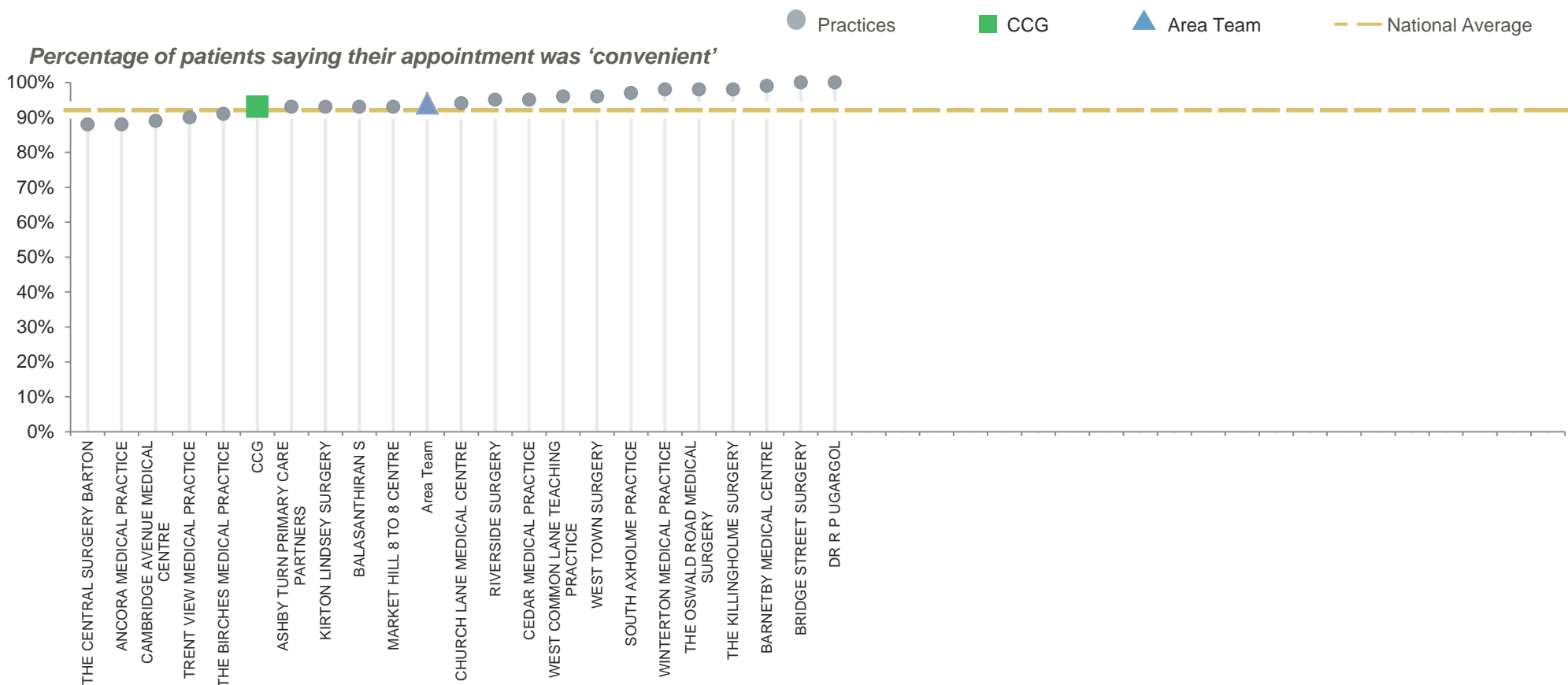
Base: All those completing a questionnaire: CCG 2015 (2,075); CCG 2014 (2,272); National (699,152)

%Convenient = %Very convenient + %Fairly convenient

%Not convenient = %Not very convenient + Not at all convenient

Convenience of appointments: how the CCG's practices compare

How convenient was the appointment you were able to get?



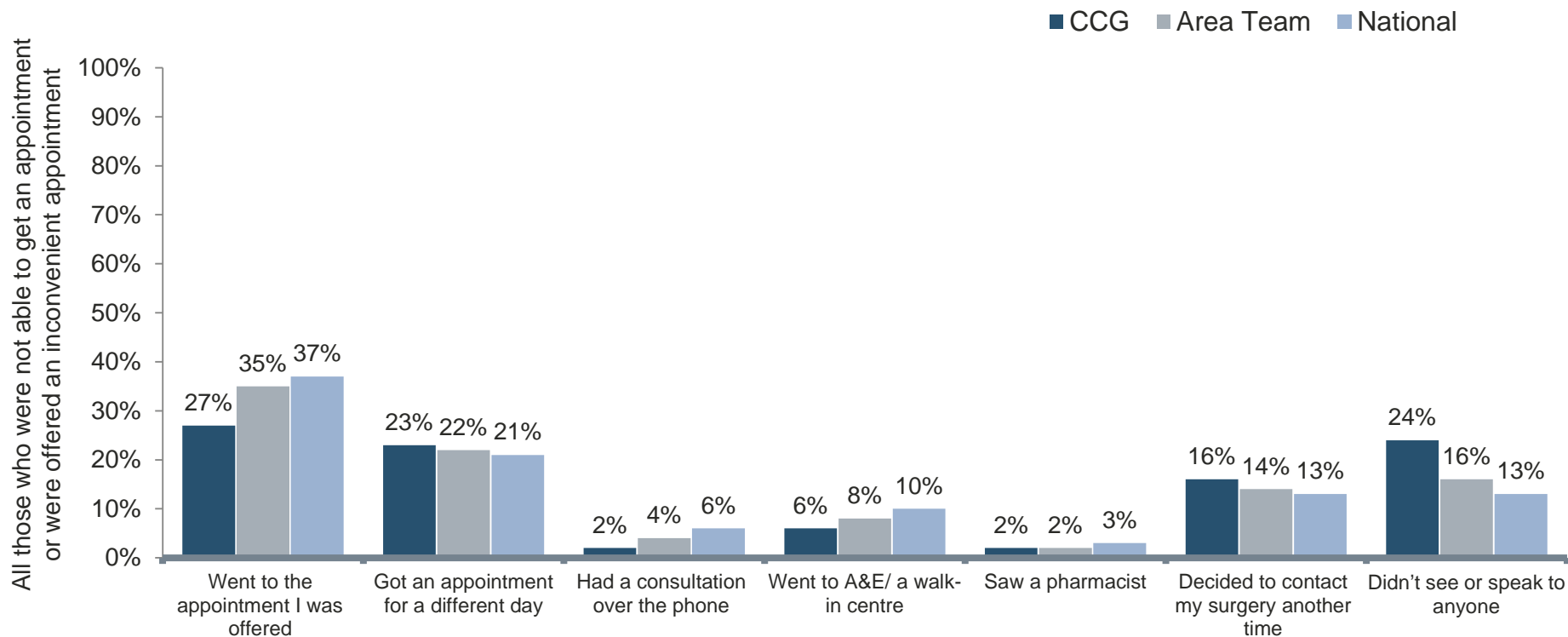
Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those who got an appointment: Practice bases range from 16 to 210

%Convenient = %Very convenient+ %Fairly convenient

What patients do when they are unable to get appointment / are offered an inconvenient appointment

What did you do on that occasion?



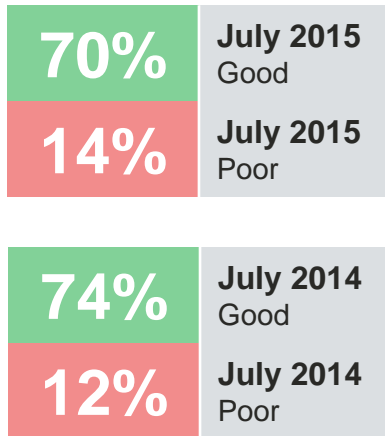
Comparisons are indicative only: differences may not be statistically significant

Base: All those who were not able to get an appointment or were offered an inconvenient appointment: CCG 2015 (467); Area Team (3,606); National (141,303)

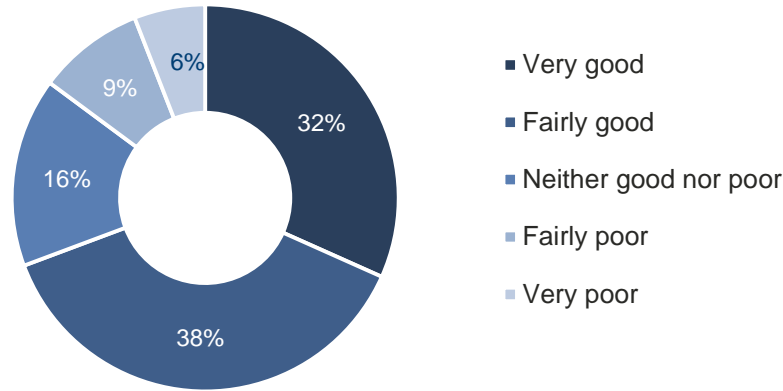
Overall experience of making an appointment

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

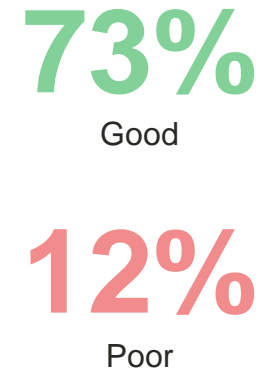
CCG's results over time



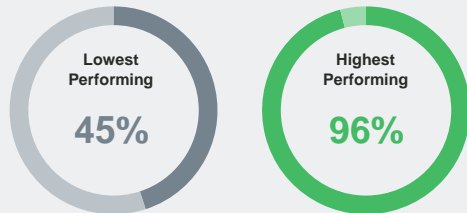
CCG's results



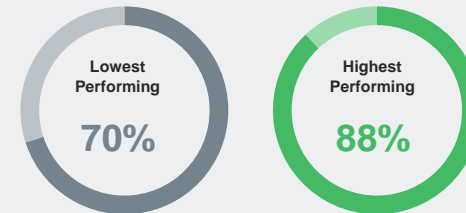
National results



Practice range in CCG - % Good



CCG range in AT - % Good

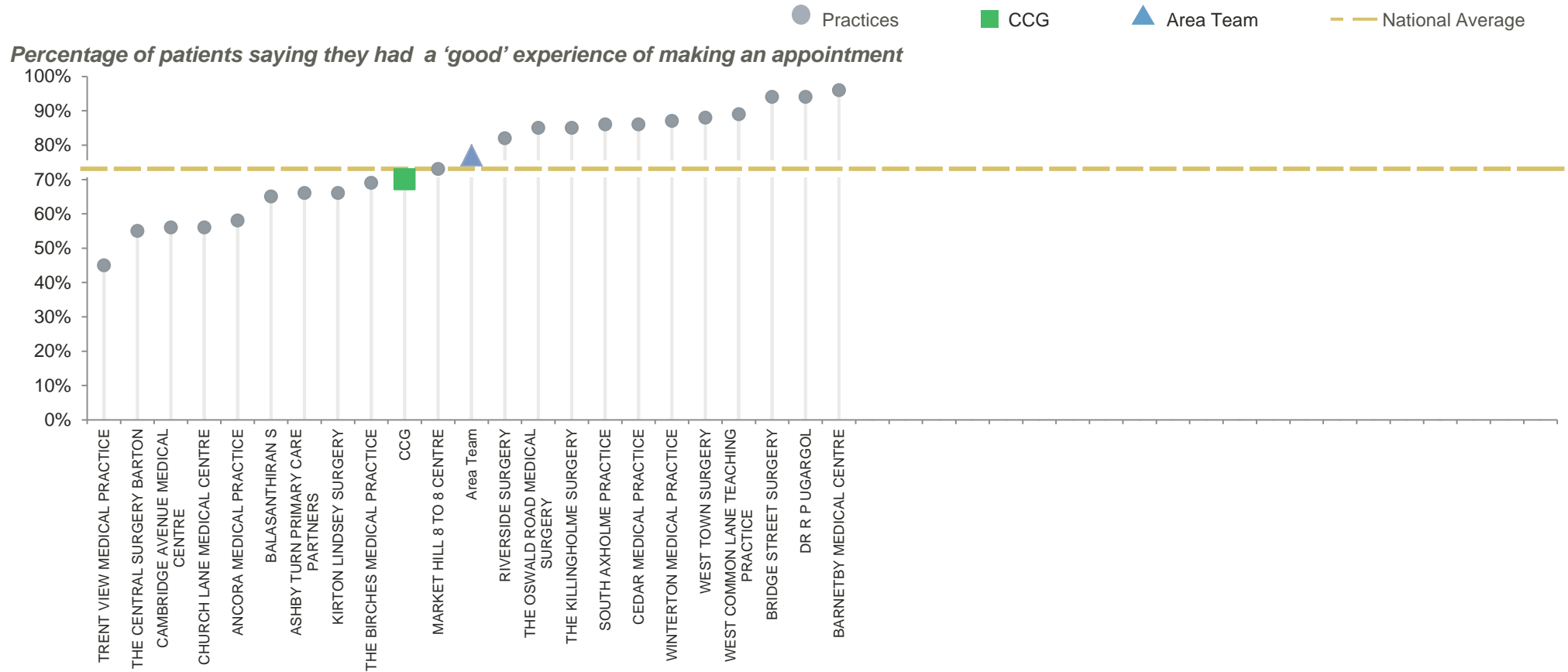


Base: All those completing a questionnaire: CCG 2015 (2,518); CCG 2014 (2,688); National (824,865)

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

Overall experience of making an appointment: how the CCG's practices compare

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



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those who got an appointment: Practice bases range from 18 to 257

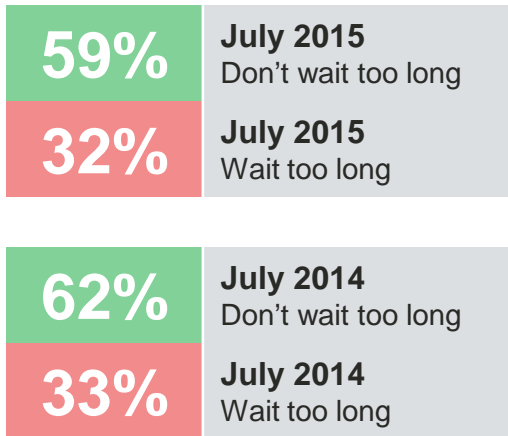
%Good = %Very good + %Fairly good

Waiting times at the GP surgery

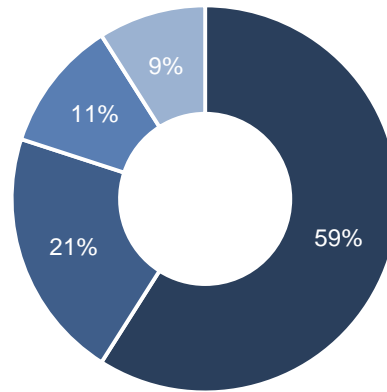
Waiting times at the GP surgery

How do you feel about how long you normally have to wait to be seen?

CCG's results over time



CCG's results

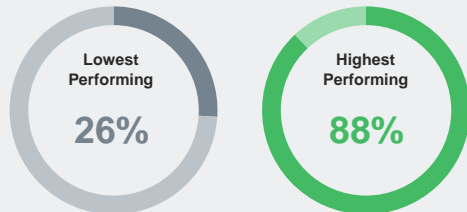


- I don't normally have to wait too long
- I have to wait a bit too long
- I have to wait far too long
- No opinion/doesn't apply

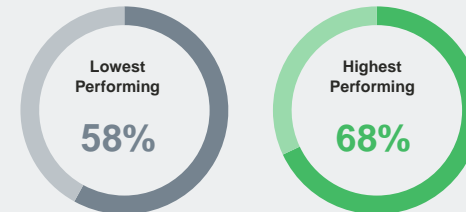
National results



Practice range in CCG – % Don't wait too long



CCG range in Area Team – % Don't wait too long

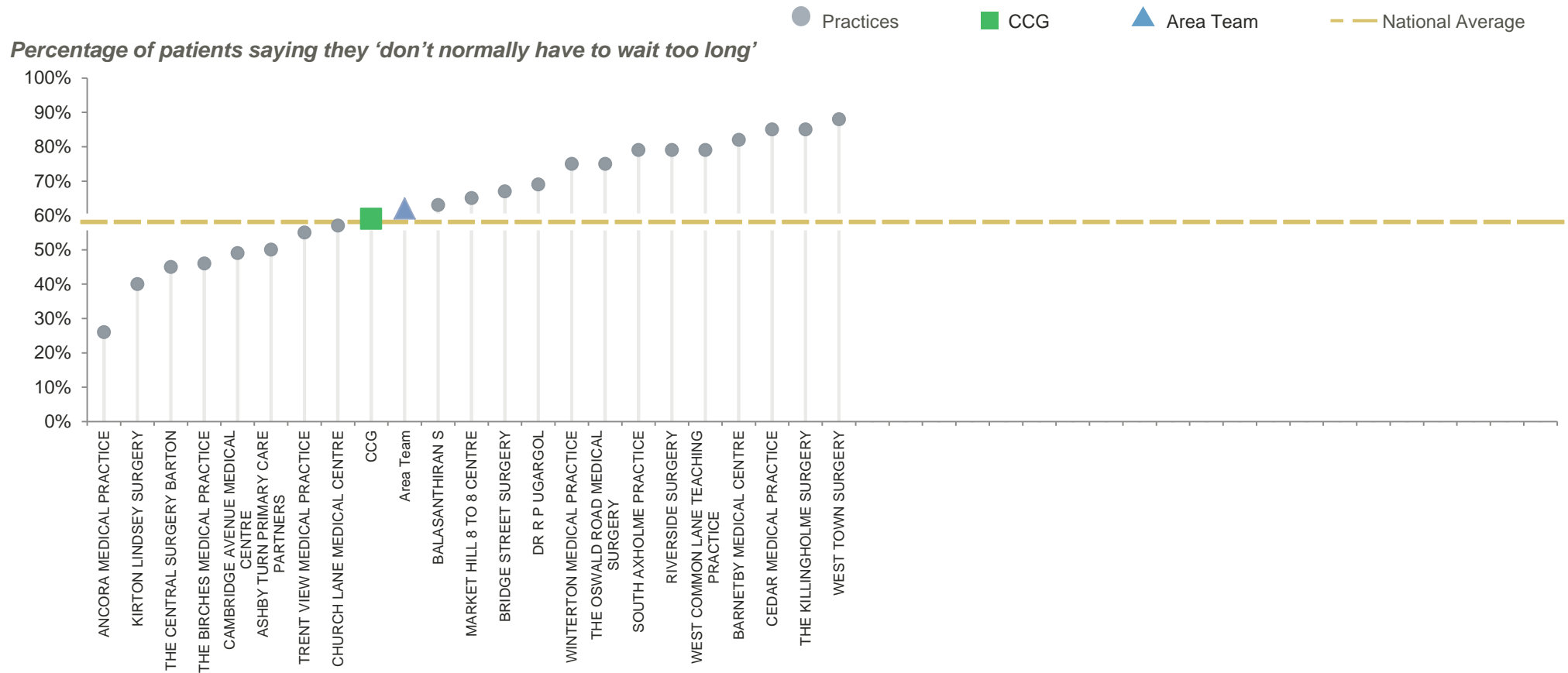


Base: All those completing a questionnaire: CCG 2015 (2,545); CCG 2014 (2,707); National (829,894)

%Wait too long= %I have to wait a bit too long + %I have to wait far too long

Waiting times at the GP surgery: how the CCG's practices compare

How do you feel about how long you normally have to wait to be seen?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those who got an appointment: Practice bases range from 18 to 257

Perceptions of care at patients' last GP appointment

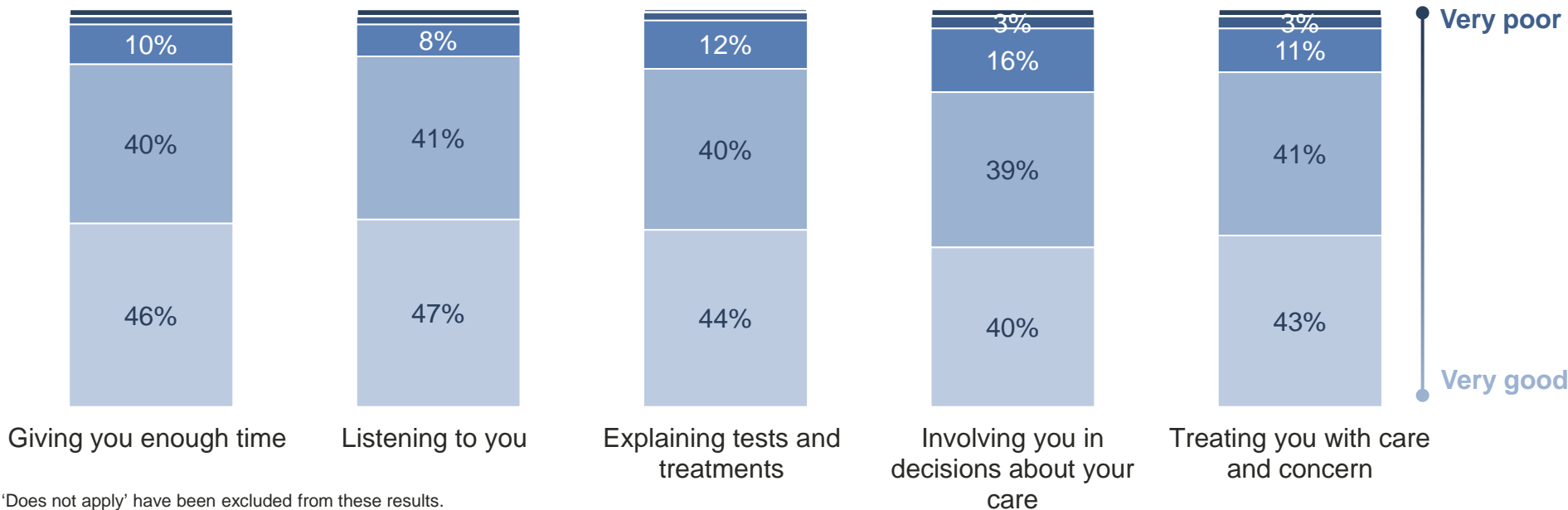
Perceptions of care at last GP appointment

The last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following?*

CCG's results

■ Very poor ■ Poor ■ Neither good nor poor ■ Good ■ Very good

	Very poor	Poor	Neither good nor poor	Good	Very good
National results	4%	4%	3%	5%	4%
CCG results	4%	4%	4%	5%	5%



*Those who say 'Does not apply' have been excluded from these results.

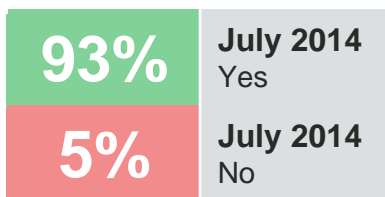
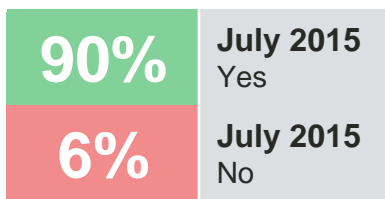
Base: All those completing a questionnaire: CCG 2015 (2,508; 2,501; 2,370; 2,286; 2,451); National (821,819; 820,863; 785,565; 757,434; 807,765)

%Poor = %Very poor + %Poor

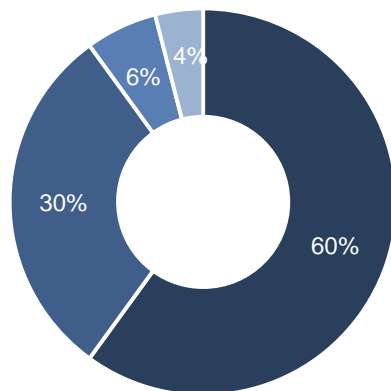
Confidence and trust in the GP

Did you have confidence and trust in the GP you saw or spoke to?

CCG's results over time



CCG's results



- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know/Can't say

National results

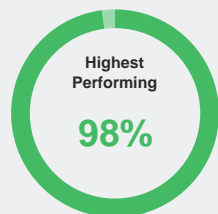
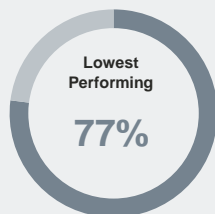
92%

Yes

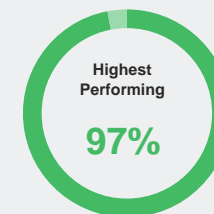
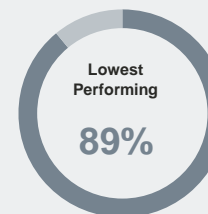
5%

No

Practice range in CCG - % Yes



CCG range in AT - % Yes

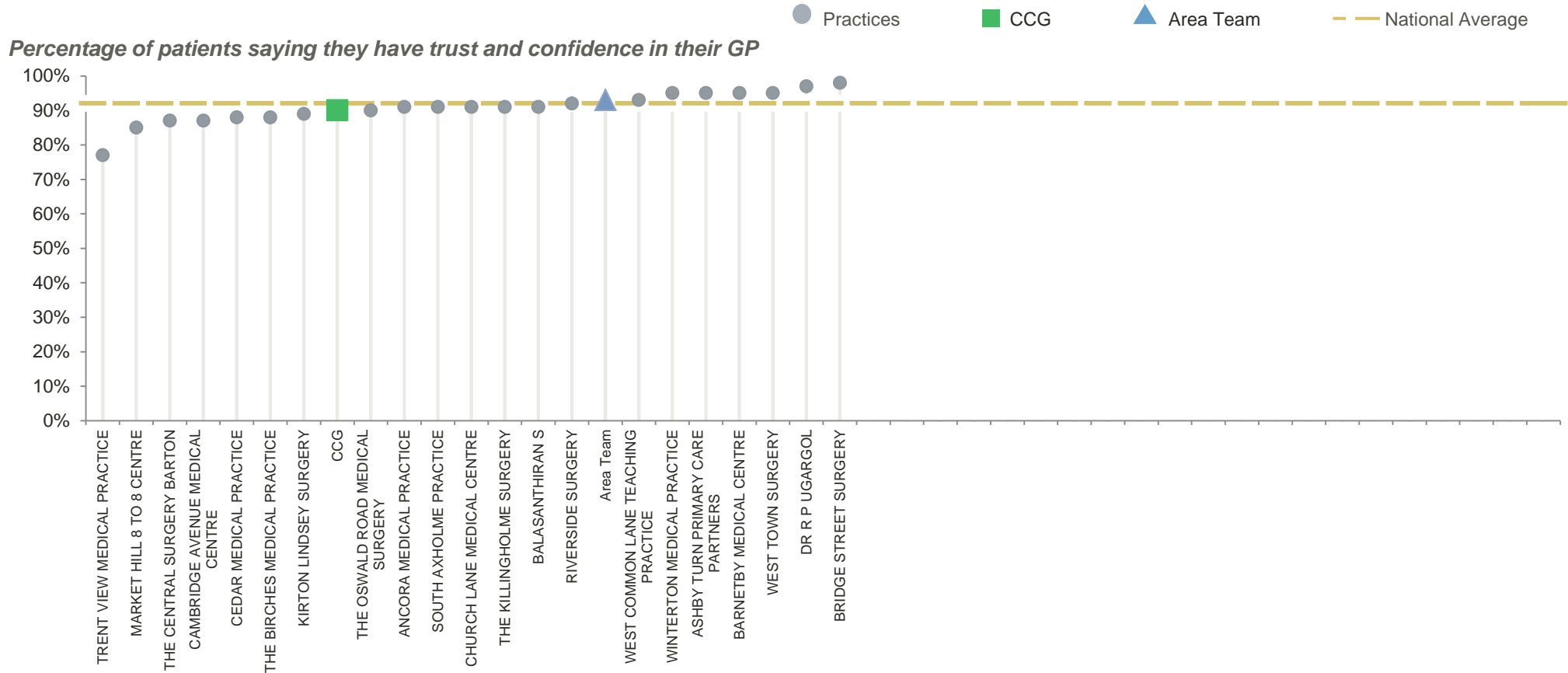


Base: All those completing a questionnaire: CCG 2015 (2,540); CCG 2014 (2,727); National (834,817)

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

Confidence and trust in the GP: how the CCG's practices compare

Did you have confidence and trust in the GP you saw or spoke to?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those who got an appointment: Practice bases range from 17 to 256

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

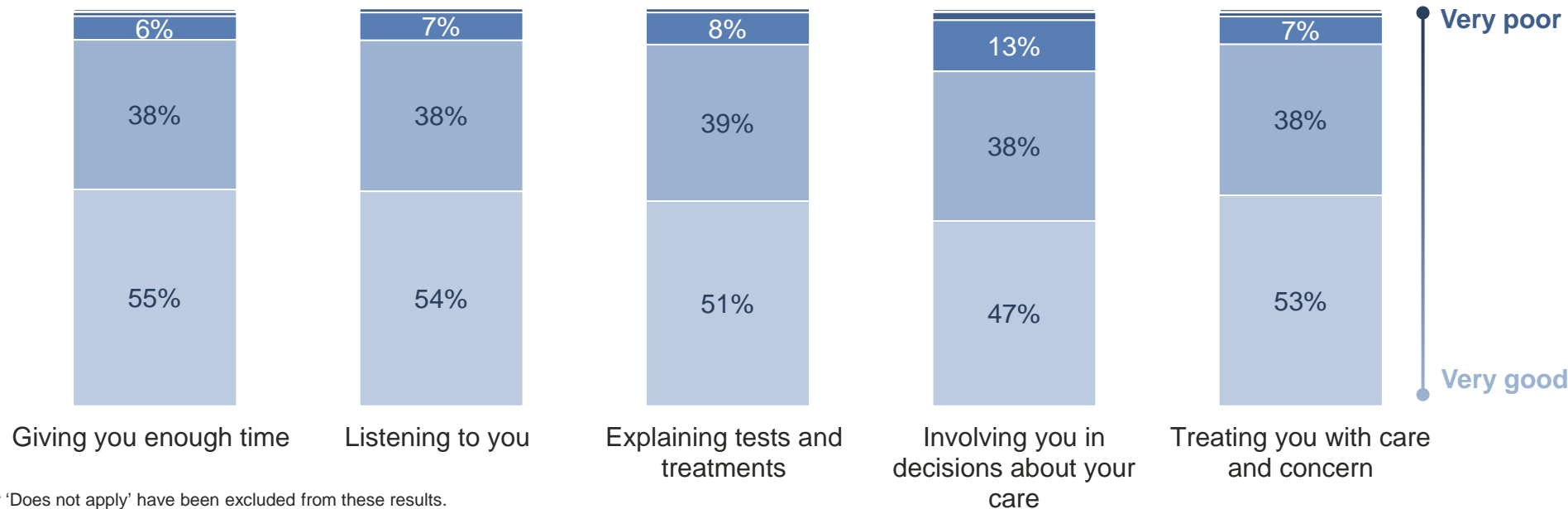
Perceptions of care at patients' last nurse appointment

Perceptions of care at last nurse appointment

The last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at each of the following?*

CCG's results

	Very poor	Poor	Neither good nor poor	Good	Very good
National results	2%	2%	2%	3%	2%
CCG results	1%	1%	2%	3%	2%



*Those who say 'Does not apply' have been excluded from these results.

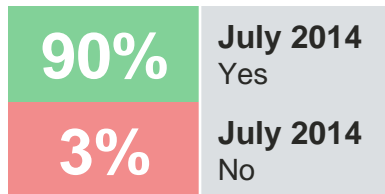
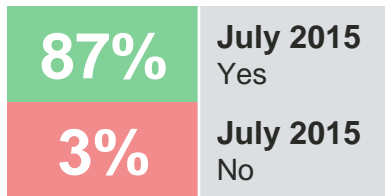
Base: All those completing a questionnaire: CCG 2015 (2,253; 2,217; 2,161; 2,017; 2,195); National (712,224; 705,724; 686,112; 627,534; 696,927)

%Poor = %Very poor + %Poor

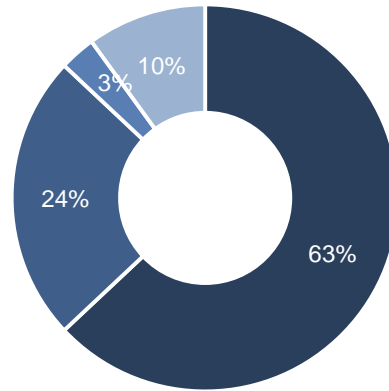
Confidence and trust in the nurse

Did you have confidence and trust in the nurse you saw or spoke to?

CCG's results over time



CCG's results



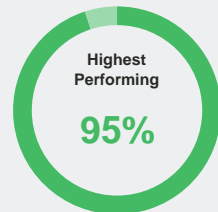
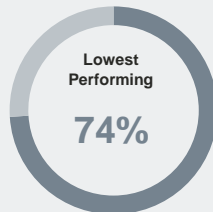
- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know/Can't say

National results

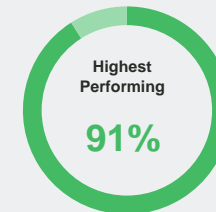
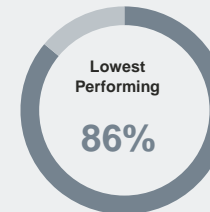
85%
Yes

3%
No

Practice range in CCG - % Yes



CCG range in AT - % Yes

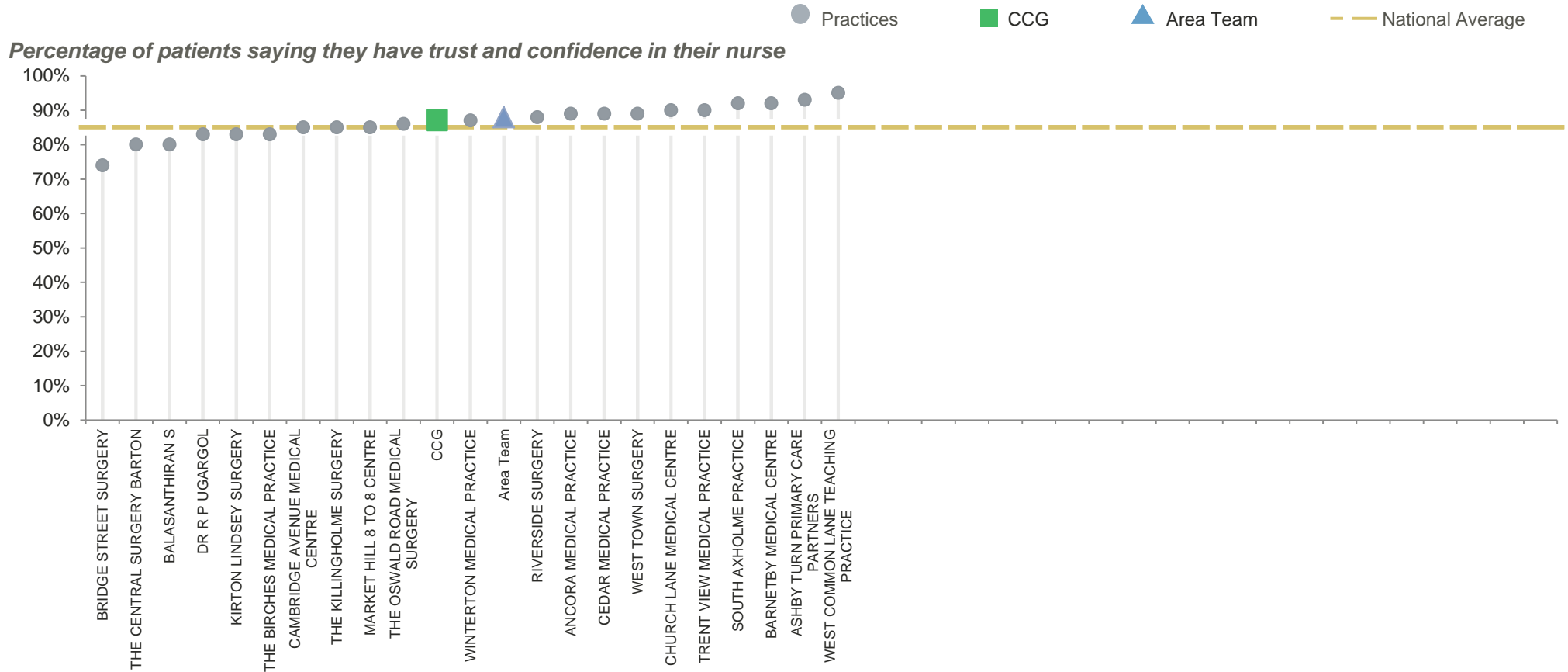


Base: All those completing a questionnaire: CCG 2015 (2,465); CCG 2014 (2,643); National (803,954)

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

Confidence and trust in the nurse: how the CCG's practices compare

Did you have confidence and trust in the nurse you saw or spoke to?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those who got an appointment: Practice bases range from 16 to 252

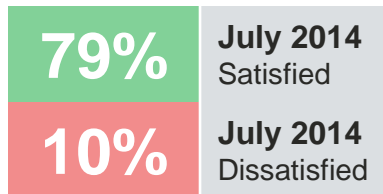
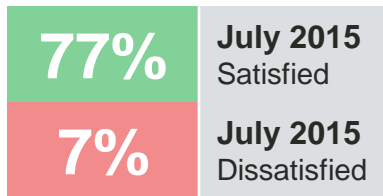
%Yes = %Yes, definitely + % Yes, to some extent

Satisfaction with the practice's opening hours

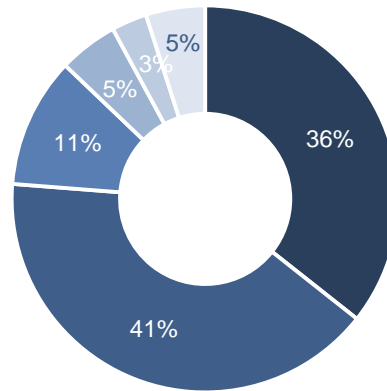
Satisfaction with opening hours

How satisfied are you with the hours that your GP surgery is open?

CCG's results over time



CCG's results



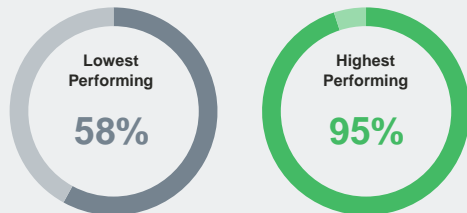
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I'm not sure when my GP surgery is open

National results

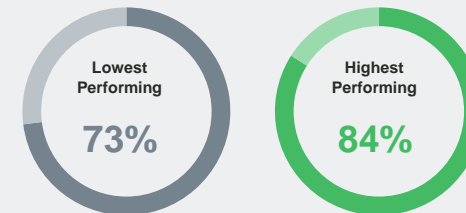
75%
Satisfied

10%
Dissatisfied

Practice range in CCG - % Satisfied



CCG range in AT - % Satisfied

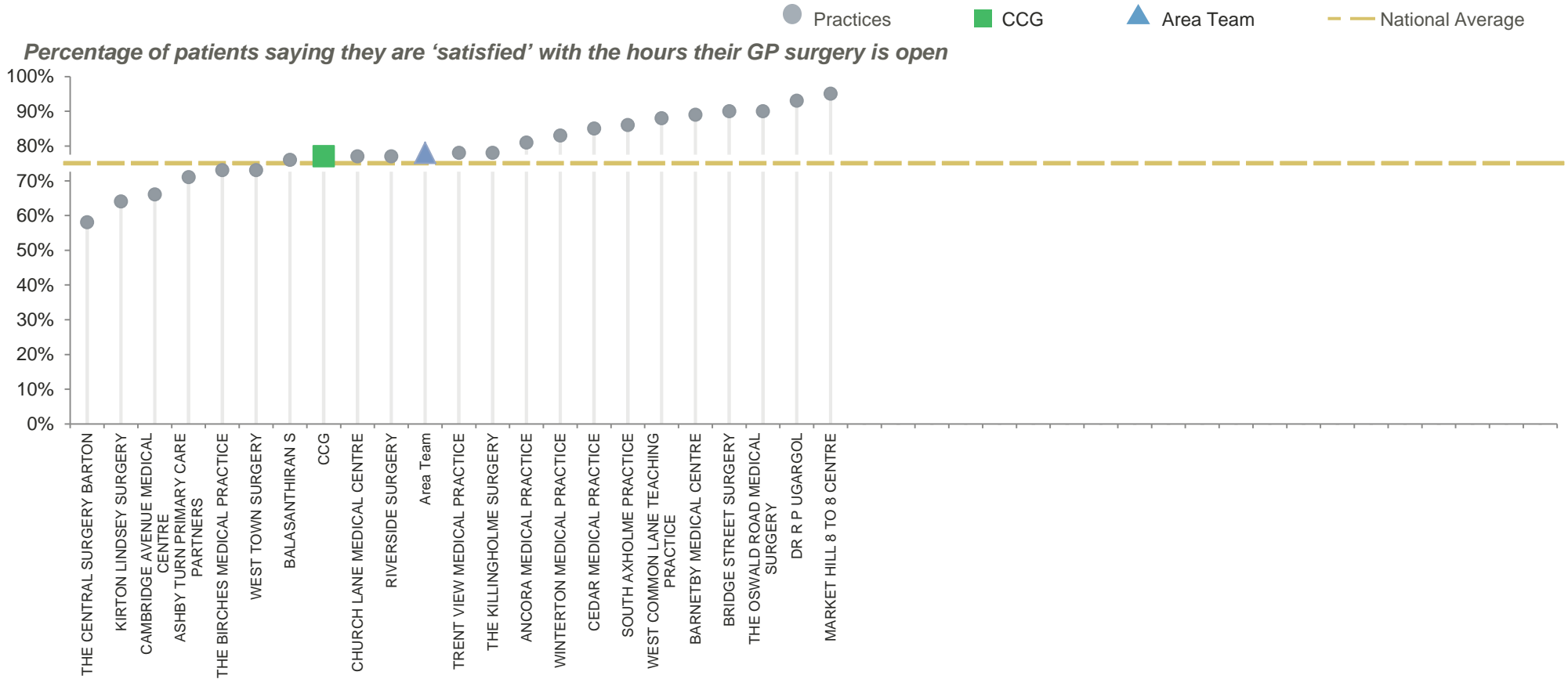


Base: All those completing a questionnaire: CCG 2015 (2,589); CCG 2014 (2,752); National (842,965)

%Satisfied = %Very satisfied + %Fairly satisfied
%Dissatisfied = %Very dissatisfied + %Fairly dissatisfied

Satisfaction with opening hours: how the CCG's practices compare

How satisfied are you with the hours that your GP surgery is open?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

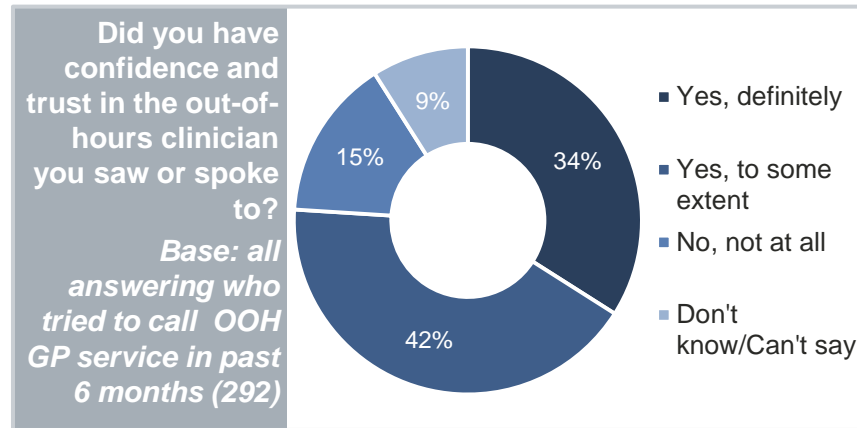
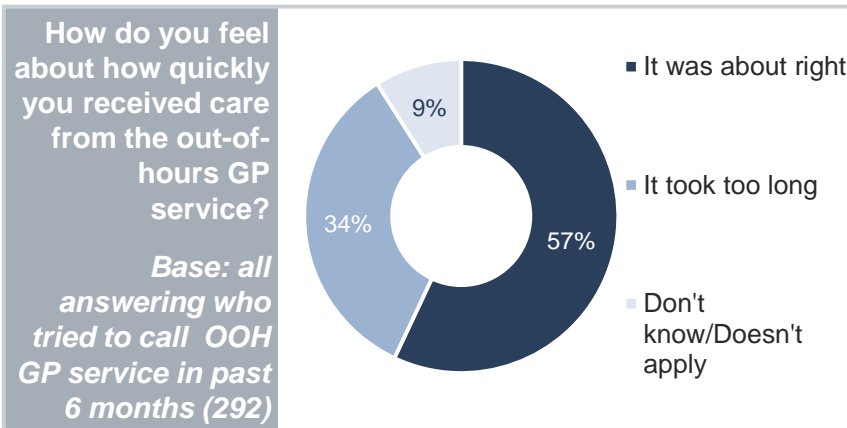
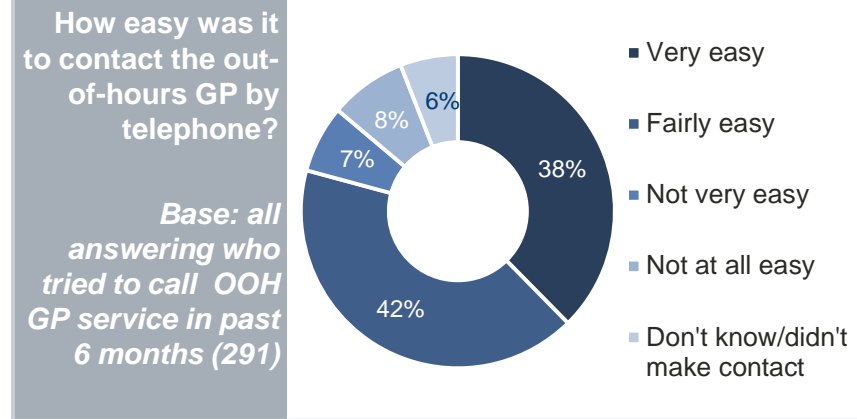
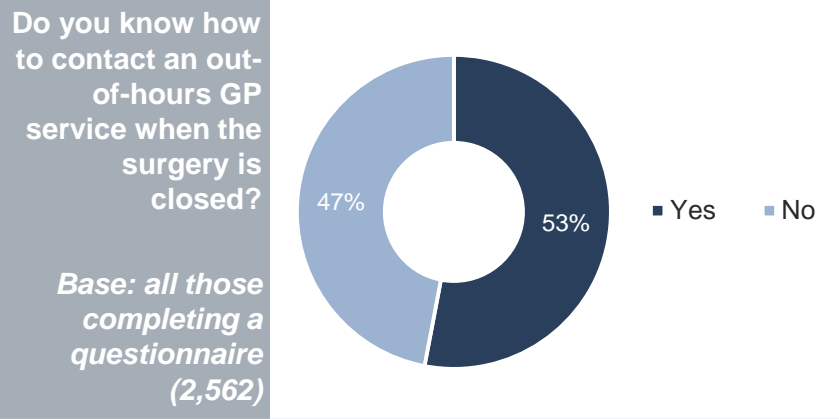
Base: All those who got an appointment: Practice bases range from 18 to 260

%Satisfied = %Very satisfied + %Fairly satisfied

Out-of-hours GP services

Use of out-of-hours GP services

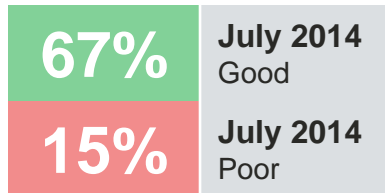
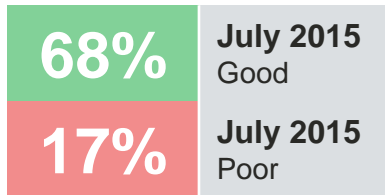
CCG's results



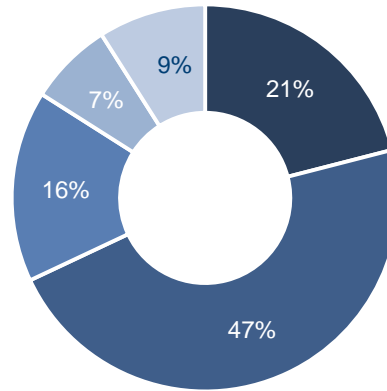
Overall experience of out-of-hours GP service

Overall, how would you describe your experience of out-of-hours GP services?

CCG's results over time



CCG's results



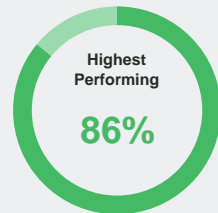
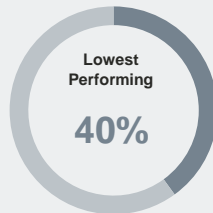
- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

National results

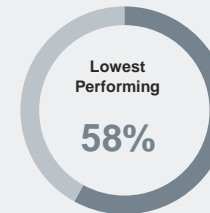
69%
Good

15%
Poor

Practice range in CCG - % Good



CCG range in AT - % Good



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

Base: All those completing a questionnaire: CCG 2015 (290); CCG 2014 (306); National (111,123)

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 predict the variation between the results of a question and the true value by using 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 prediction 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”).

The table below gives examples of what the confidence intervals look like for an ‘average’ practice, CCG or Area Team, as well as the confidence intervals at the national level.

An example of confidence intervals (at national, Area Team, CCG and practice-level) based on the average number of responses to the question “Overall, how would you describe your experience of your GP surgery?”

	Average sample size on which results are based	Approximate confidence intervals for percentages at or near these levels		
		Level 1: 10% or 90%	Level 2: 30% or 70%	Level 3: 50%
		+/-	+/-	+/-
National	862,261	0.09	0.13	0.15
Area Team	34,490	0.44	0.67	0.73
CCG	4,087	1.25	1.91	2.08
Practice	108	6.90	10.16	11.04

For example, taking a CCG where 4,000 people responded and where 30% give a particular answer, there is a 95% likelihood that the true value (which would have been obtained if the whole population had been interviewed) will fall within the range of +/-1.91 percentage points from that question’s result (i.e. between 28.09% and 31.91%).

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 been interviewed). Confidence intervals will be wider when comparing groups, especially where there are small numbers e.g. practices where 100 patients or fewer responded to a question. These findings should be regarded as indicative rather than robust.

Want to know more?

Further background information about the survey

- Each wave of the survey is sent to **c.1.3 million adult patients** who are registered with a GP practice.
- Respondents are sent a **postal questionnaire**, also with the option of completing the survey online or via telephone.
- Results are available **every six months for every practice in the UK and date back to 2007**, allowing meaningful comparisons of patients' experiences.
- For more information about the survey please visit <https://gp-patient.co.uk/>.
- The overall response rate to the survey is **33%**, based on **858,381** completed surveys.
- **Weights have been applied** to adjust the data to account for potential age and gender differences between the profile of all eligible patients in a practice and the patients who actually complete a questionnaire. Since the first wave of the 2011-2012 survey the weighting also takes into account neighbourhood statistics, such as levels of deprivation, in order to further improve the reliability of the findings.

1.3m

Surveys sent per wave to adults registered with an English GP practice

858,381

Completed surveys in the July 2015 publication

33%



National response rate

Where to go to do further analysis ...

- For reports which show the National results broken down by Area Team, CCG and Practice, go to <https://gp-patient.co.uk/surveys-and-reports> - you can also see previous years' results here.
- To analyse the survey data for a specific respondent group (e.g. by age), go to http://results.gp-patient.co.uk/report/1/rt1_profiles.aspx
- To break down the survey results by survey question as well as by respondent demographics, go to http://results.gp-patient.co.uk/report/6/rt3_result.aspx
- To look at trends in responses and study the survey data by different respondent groups, go to http://results.gp-patient.co.uk/report/12/rt1_profiles.aspx

For further information about the GP Patient Survey, please get in touch with the GPPS team at Ipsos MORI at GPPatientSurvey_Enquiry@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 (Jan 2016).