

Report to:	Overview and Scrutiny Committee (Adult Social Care and Health)	Date of Meeting	5 September 2023
Subject:	GP Patient Survey (2023) – Sefton Place		
Report of:	NHS Cheshire and Merseyside – Sefton Place	Wards Affected:	All
This Report Contains Exempt / Confidential Information	No		
Contact Officer:	Jan Leonard		
Tel:	07826903286		
Email:	Jan.Leonard@cheshireandmerseyside.nhs.uk		

Purpose / Summary of Report:

To inform the Committee on the results of the recent GP Patient Survey.

The GP Patient Survey is an England-wide survey, providing data about patients' experiences of their GP practices. The presentation presents some of the key results from the 2023 GP Patient Survey for Cheshire and Merseyside Health and Care Partnership (Integrated Care System) with a focus on Sefton Place.

Overall in Cheshire and Merseyside there was a response rate of 29%.

The survey covers a range of topics including:

- **Your local GP services**
- **Making an appointment**
- **Your last appointment**
- **Overall experience**
- **Your health**
- **When your GP practice is closed**

The survey is conducted annually and provides a snapshot of patient experience at a given time. In 2023 the data was gathered between January and April. The data can

be broken down to practice level however sample sizes at practice level are relatively small. The full survey is available at: www.gp-patient.co.uk

In May 2023 NHSE published the Delivery Plan for Recovering Access to Primary Care. The report recognises the rise in demand in general practice, the impact of an aging population and the changing landscape since the pandemic. It describes two ambitions:

- **To tackle the 8am rush and reduce the number of people struggling to contact their practice.**
- **For patients to know on the day they contact their practice how their request will be managed.**

Many of the actions featured within the plan will address areas highlighted in the GP patient survey and these will be described in further detail with the presentation.

Recommendation(s)

That the committee is asked to note the report.