Evidence from the UK GP patient survey
Predictors of patient satisfaction and positive experience with access to primary care

Evangelos Kontopantelis\textsuperscript{1}  Martin Roland\textsuperscript{2}
David Reeves\textsuperscript{1}

\textsuperscript{1}National Primary Care Research and Development Centre
University of Manchester

\textsuperscript{2}General Practice and Primary Care Research Unit
University of Cambridge

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More Manchester!

- Where sunglasses last for a lifetime.
- 20 different accents in a 40 mile radius (and these are just the local ones).
- With 8 of the 20 premier league teams located in the NW, there is a risk of being run over by a speeding Ferrari.

Outline

1. The GP Patient Survey (GPPS)
   - General Information

2. Analysis
   - Objectives & Method

3. Results
   - Model A
   - Model B
   - Model C
   - Overview

4. Summary
   - Conclusions
The purpose of the survey

The survey set out to measure how satisfied NHS patients felt about access to their GP and experience of being offered a choice of hospital on referral.

The questionnaire was mailed directly to patients who had been selected at random from practices’ registered lists.

Practices who participated were rewarded, based on the outcome of the survey.

The Department of Health budgeted around £10million for 2007-08 (the second year of the survey).

Some details

A total of 1,999,523 valid responses was received from a total sample of 5 million people, a response rate of 41%.

Five main outcomes asked patients about their experience and opinions of the service they received from their general practice:

- Satisfaction with getting through to someone on the phone.
- Ability to get an appointment on the same day or on the next 2 days the surgery was open.
- Ability to get an appointment more than 2 full days in advance.
- Ability to make an appointment with a particular doctor.
- Satisfaction with the hours the surgery was open, over the last 6 months.
Overall levels of satisfaction & positive experience

- Patients were very satisfied with how easy it was to get through to someone on the phone at their practice (86%).
- 60% of respondents had tried to get an appointment with a doctor fairly quickly and 85% were successful.
- 45% of respondents wanted to book ahead for an appointment with any doctor in their practice, with a large percentage being successful (75%).
- 49% of respondents wanted to make an appointment with a particular doctor in their practice, and 86% were successful, even if it meant waiting longer.
- Satisfaction with practices’ opening hours was high (80%). Most prevalent dissatisfaction reasons were practice not open on Saturdays (32%) & not open late enough (23%).

Satisfaction was high but we really want to...

- Understand the factors that drive patient satisfaction and experience with access to primary care.
- Measure the variability in practice performance that can be explained by the characteristics of:
  - The patients (gender, age, # of appointments...)
  - The practices (deprivation, rurality, list size...)
  - The region (# of practice staff in respective Primary Care Trust, walk in PCT centre attendance, Strategic Health Authority)
- Multilevel multivariate logistic regression was used on...
  - all respondents (model A)
  - respondents working part-time or full-time (model B)
  - all respondents, including patient/practice level interactions for the strongest predictors in A (model C)
Only three patient-level variables impacted all five domains of satisfaction and experience to a notable degree: age, employment status and ethnicity.

Satisfaction and positive experience...
- increased in level with increasing age.
- was lower amongst those working full-time than in any other group.
- was in most instances lower for ethnic minority groups, and in particularly amongst the Asian community.

All domains of satisfaction & experience were heavily influenced by practice size with the exception of satisfaction with practice surgery hours.
GP patient satisfaction

Results

Model A

Logistic multilevel regression on all respondents

Area-level predictors

- **Strategic Health Authority** was the only predictor of note.
- Patients in the NE were the most satisfied and with better experiences (area rankings on map).
- Variability was large for getting through on the phone and advance appointments but small for same or next day appointments.

Model B

Logistic multilevel regression on working respondents

Erm...why?

- Employment status was the most important patient-level predictor in the main analysis.
- The sub-analysis gives us the opportunity to explore the importance of variables specific to working respondents, that were necessarily excluded from the main analysis:
  - Travel time to work.
  - Work pattern (Typical working hours).
  - Can take time away from work to visit GP.
Logistic multilevel regression on working respondents

Predictors

- **Patient-level:**
  - The most notable predictor, in all domains, was the *ability to take time off work to visit the GP*.
  - The effect of *age* and *ethnicity* remained undiminished.
  - *Travel time to work* and *work pattern* had a sizeable effect on satisfaction with surgery hours.

- **Practice-level:**
  - *Practice size*’s strong effect was unchanged.

- **Area-level:**
  - *Strategic Health Authority* again displayed a strong effect.

Logistic multilevel regression on all respondents

...including patient/practice-level interactions

- *Are patient responses related to the distribution of certain characteristics in the practice population?*

- The size of the area *non-white* population reduced satisfaction and experience ratings amongst both *white* and *non-whites*, on all 5 domains. Greatest reduction for *non-white* patients.

- Ratings of *phone access*, *advance appointments* and *opening hours* for both ‘younger’ (<45) and ‘older’ people slightly higher in areas with mainly young population.

- Rating of *phone access*, *urgent appointments* and *opening hours* were reduced amongst people working *Full-Time*, and those not, in areas of high *FT employment*. 
Results overview
Unadjusted % of satisfaction and positive experience

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<tr>
<th>Overall</th>
<th>Phone</th>
<th>Same, next d</th>
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<th>Particular GP</th>
<th>Opening hours</th>
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<td>75%</td>
<td>86%</td>
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To sum it up

- Patients reported high levels of satisfaction and positive experience, across all domains.
- The patient-level variables with the most notable impacts were age, ethnicity and employment status.
- For those in employment, being able to take time off work to visit the GP had a very large positive effect.
- Satisfaction and experience did vary by geographical area.
- Practice size was the only practice-level factor of real note, with a substantial impact in all domains bar surgery hours: patients at small practices were more satisfied and reported easier access.
- Individual patient responses were related to the characteristics of the practice population, with the effect being particularly strong for ethnicity.

Comments, suggestions:
e.kontopantelis@manchester.ac.uk