

NHS Brent GP Access Update – Quarter 4 Results

This paper follows on from the last paper reviewed by the OSC who requested the Quarter 4 results from the MORI survey once these were available. These have now been released for both Access and Experience.

Access:

The results, split by Consortia, are shown below with the variance summarised in the final table. This shows that in overall terms access indicators have improved compared to the year before. The split by consortia demonstrates that respondent's view of performance has not improved across all indicators in all Consortia.

2009/10	Harness	Kilburn	Kingsbury	Wembley	Willesden	Brent	England
Able to see a doctor fairly quickly	72.80%	71.74%	77.61%	73.62%	73.81%	73.96%	80.03%
Able to book ahead for an appointment with a doctor	64.29%	68.77%	58.75%	62.60%	65.45%	63.92%	71.38%
Satisfaction with opening hours	76.90%	77.80%	72.96%	73.19%	73.43%	74.88%	81.49%
Able to see a preferred doctor	60.03%	58.46%	62.92%	60.85%	58.26%	60.29%	62.36%
Ease of getting through on the phone	57.84%	65.08%	58.16%	61.05%	63.60%	60.89%	67.94%
Overall	66.37%	68.37%	66.08%	66.26%	66.91%	66.79%	72.64%

2010-11	Harness	Kilburn	Kingsbury	Wembley	Willesden	Brent	England
Able to see a doctor fairly quickly	74.49%	73.43%	75.30%	73.18%	73.34%	74.00%	78.77%
Able to book ahead for an appointment with a doctor	66.86%	70.69%	59.22%	64.89%	63.71%	65.29%	71.02%
Satisfaction with opening hours	80.84%	76.26%	72.75%	72.93%	73.93%	75.56%	80.45%
Able to see a preferred doctor	62.20%	58.20%	65.92%	63.37%	59.48%	62.01%	62.73%
Ease of getting through on the phone	63.20%	64.71%	58.17%	65.95%	66.25%	63.51%	69.22%
Overall	69.52%	68.66%	66.27%	68.06%	67.34%	68.07%	72.44%

Variance between 2010-11 and 2009-10	Harness	Kilburn	Kingsbury	Wembley	Willesden	Brent	England
Able to see a doctor fairly quickly	1.70%	1.69%	-2.31%	-0.44%	-0.47%	0.04%	-1.26%
Able to book ahead for an appointment with a doctor	2.58%	1.92%	0.47%	2.29%	-1.73%	1.36%	-0.36%
Satisfaction with opening hours	3.94%	-1.54%	-0.22%	-0.26%	0.50%	0.68%	-1.04%

Able to see a preferred doctor	2.17%	-0.26%	3.00%	2.52%	1.22%	1.71%	0.37%
Ease of getting through on the phone	5.36%	-0.37%	0.01%	4.90%	2.65%	2.62%	1.28%
Overall	3.15%	0.29%	0.19%	1.80%	0.43%	1.28%	-0.20%

RAG rating key

	Positive variance
	Less variance than England variance
	Greater variance than England variance

Experience:

The results, split by Consortia, are shown in the tables below. It should be noted that satisfaction with experience indicators has fallen at a national level. Respondents view of experience indicators has fallen against every indicator with the exception of the indicator “clean, comfortable, friendly place to be” which has shown a small improvement.

2009/10	Harness	Kilburn	Kingsbury	Wembley	Willesden	Brent	England
access and waiting	67.78%	68.84%	68.23%	69.46%	68.03%	68.51%	77.11%
safe, high quality, coordinated care	71.50%	71.30%	69.80%	67.40%	68.40%	69.80%	75.40%
better information, more choice	62.01%	61.38%	60.41%	60.15%	59.51%	60.80%	63.06%
building relationships	75.65%	74.61%	74.77%	73.10%	73.48%	74.40%	80.22%
clean, comfortable, friendly place to be	56.54%	54.96%	54.60%	54.34%	55.21%	55.11%	59.87%
Overall patient experience	66.70%	66.22%	65.56%	64.89%	64.93%	65.72%	71.13%

2010/11	Harness	Kilburn	Kingsbury	Wembley	Willesden	Brent	England
access and waiting	64.23%	64.06%	62.75%	66.12%	63.36%	64.18%	72.30%
safe, high quality, coordinated care	71.74%	70.44%	69.21%	67.21%	69.22%	69.67%	75.02%
better information, more choice	61.44%	59.77%	58.55%	58.75%	60.68%	59.85%	62.15%
building relationships	75.13%	73.46%	72.73%	72.19%	72.91%	73.36%	79.33%
clean, comfortable, friendly place to be	58.07%	54.98%	54.55%	54.24%	55.11%	55.47%	59.97%
Overall patient experience	66.12%	64.54%	63.56%	63.70%	64.25%	64.51%	69.75%

Variance between 2010-11 and 2009-10	Harness	Kilburn	Kingsbury	Wembley	Willesden	Brent	England
access and waiting	-3.55%	-4.78%	-5.48%	-3.34%	-4.67%	-4.33%	-4.81%
safe, high quality, coordinated care	0.24%	-0.86%	-0.59%	-0.19%	0.82%	-0.13%	-0.38%
better information, more choice	-0.57%	-1.61%	-1.86%	-1.40%	1.17%	-0.95%	-0.91%
building relationships	-0.52%	-1.15%	-2.04%	-0.91%	-0.57%	-1.04%	-0.89%
clean, comfortable, friendly place to be	1.53%	0.02%	-0.05%	-0.10%	-0.10%	0.36%	0.10%
Overall patient experience	-0.57%	-1.68%	-2.00%	-1.19%	-0.67%	-1.22%	-1.38%

RAG rating key

	Positive variance
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	Less variance than England variance
	Greater variance than England variance

Next Steps:

1. Consortia Clinical Directors being informed of results.
2. Discussion to be held on considering what programme or further interventions could be implemented that would drive a continued improvement within the access indicators and work to improve the satisfaction indicators.