



GP Access
GP Patient Survey 2023

Introduction

- The slides which follow are taken from the results of the 2023 GP Patient Survey for each of the four primary care networks in Southend. Each slide also contains the national results for comparison
- The Survey has just under 50 questions, relating to different aspects of the general practice experience
- This slide deck focuses on three questions:
 - Generally, how easy is it to get through by phone
 - Overall experience of making an appointment
 - Were the patient's needs met in their last appointment
- It is important to note that in general patients' needs are being met
- However, the degree of variation between practices needs to be addressed
- Full results can be found here: <https://gp-patient.co.uk/practices-search>

SS9 PCN

GP PATIENT SURVEY **NHS**

Local GP services



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

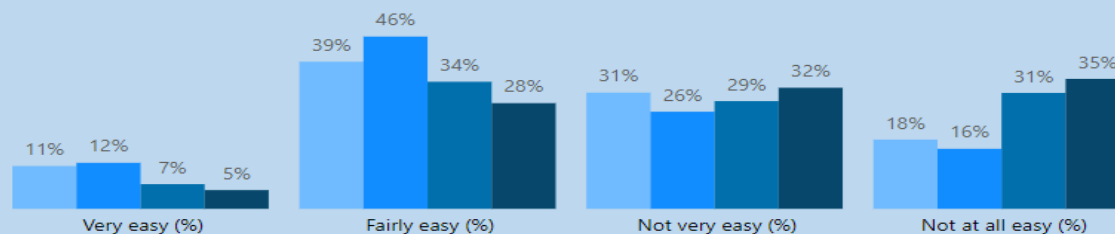
PCN name

Question

Practice name

SS9 PCN

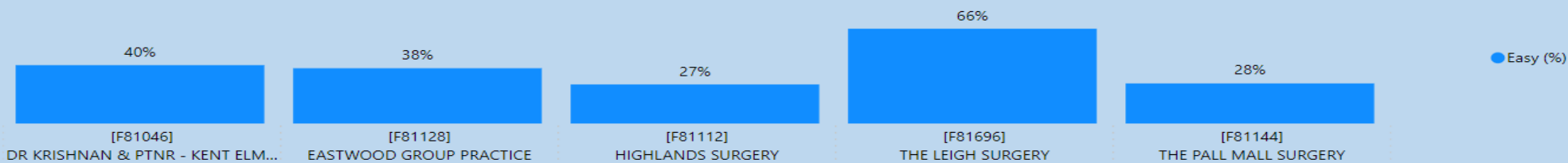
● 2020 ● 2021 ● 2022 ● 2023



PCN base: 2020 (632), 2021 (639), 2022 (521), 2023 (606)

	Easy (%)	
	National	PCN
2023	50%	33%
2022	53%	40%
2021	68%	58%
2020	65%	51%

PRACTICE RESULT 2023



Practice bases range from: 114 to 138

For more details about how the results are calculated please see the ['Presentation of Statistics'](#) document.

SS9 PCN

Making an appointment

PCN name

SS9 PCN

Question

Q21 - Overall, how would y...

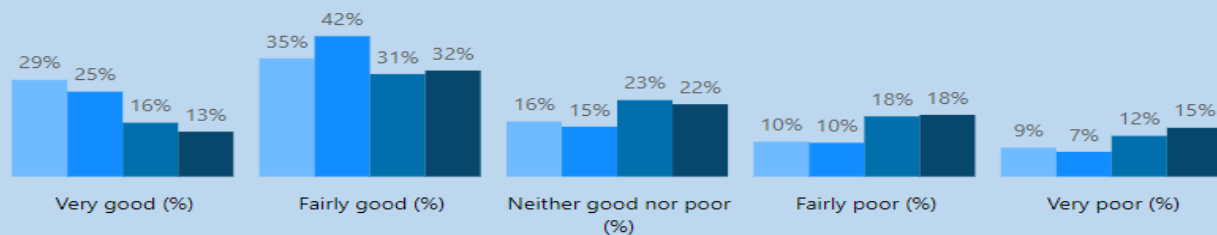
Practice name

All

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

SS9 PCN

● 2020 ● 2021 ● 2022 ● 2023

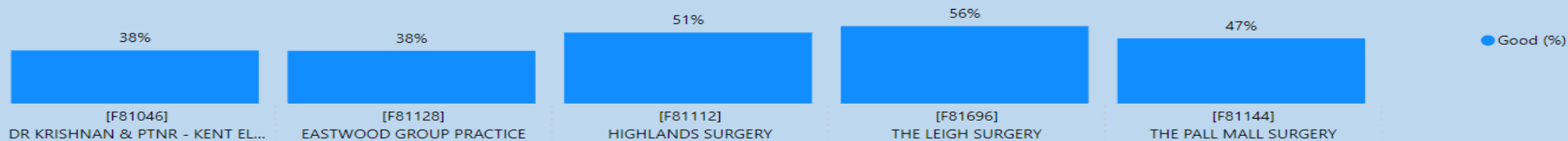


PCN base: 2020 (603), 2021 (610), 2022 (508), 2023 (590)

Good (%)

	National	PCN
2023	54%	45%
2022	56%	47%
2021	71%	68%
2020	65%	64%

PRACTICE RESULT 2023



Practice bases range from: 113 to 133

For more details about how the results are calculated please see the ['Presentation of Statistics'](#) document.

SS9 PCN

Patient's last appointment



PCN name
SS9 PCN

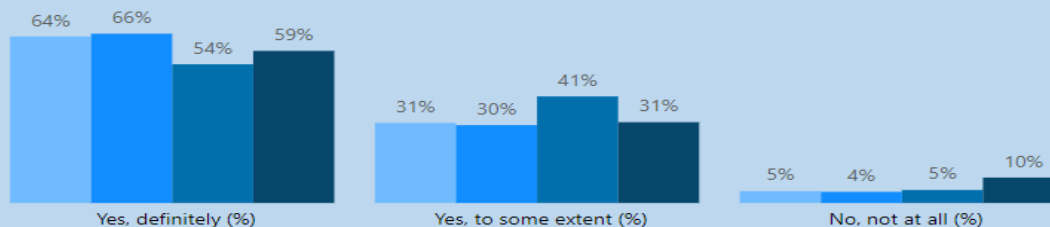
Question
Q31 - Thinking about the re...

Practice name
All

Thinking about the reason for your last general practice appointment, were your needs met?

SS9 PCN

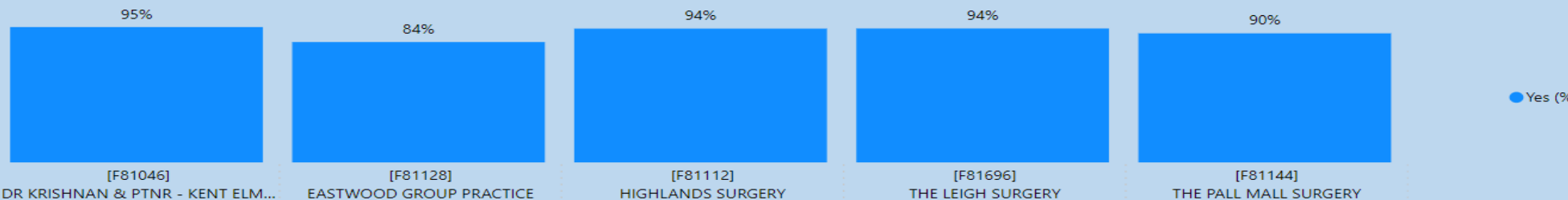
● 2020 ● 2021 ● 2022 ● 2023



PCN base: 2020 (597), 2021 (610), 2022 (504), 2023 (573)

	Yes (%)	
	National	PCN
2023	91%	90%
2022	91%	95%
2021	94%	96%
2020	94%	95%

PRACTICE RESULT 2023



Practice bases range from: 103 to 130

For more details about how the results are calculated please see the ['Presentation of Statistics'](#) document.

Southend E PCN

Local GP services



PCN name

SOUTHEND EAST PCN

Question

Q1 - Generally, how easy is i...

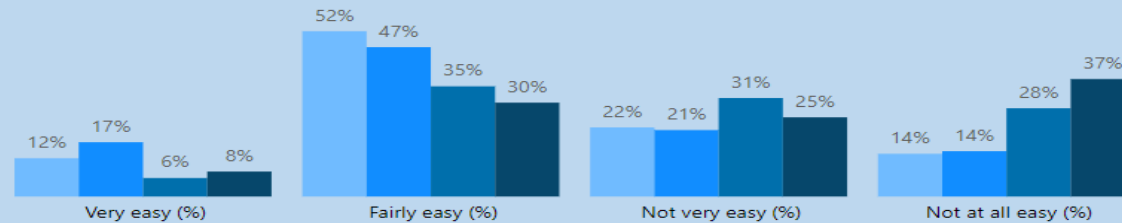
Practice name

All

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

SOUTHEND EAST PCN

● 2020 ● 2021 ● 2022 ● 2023

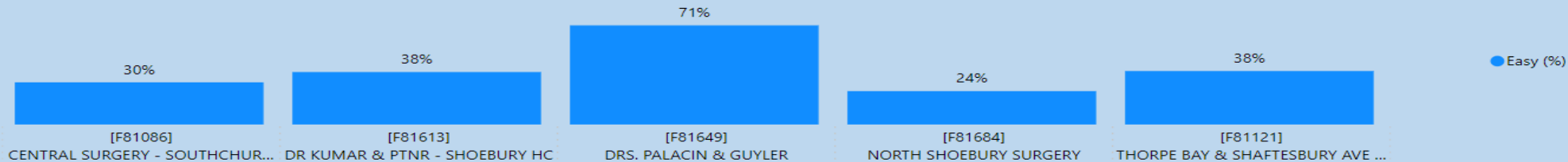


PCN base: 2020 (645), 2021 (727), 2022 (677), 2023 (532)

Easy (%)

	National	PCN
2023	50%	38%
2022	53%	41%
2021	68%	65%
2020	65%	65%

PRACTICE RESULT 2023



Practice bases range from: 89 to 126

For more details about how the results are calculated please see the ['Presentation of Statistics'](#) document.

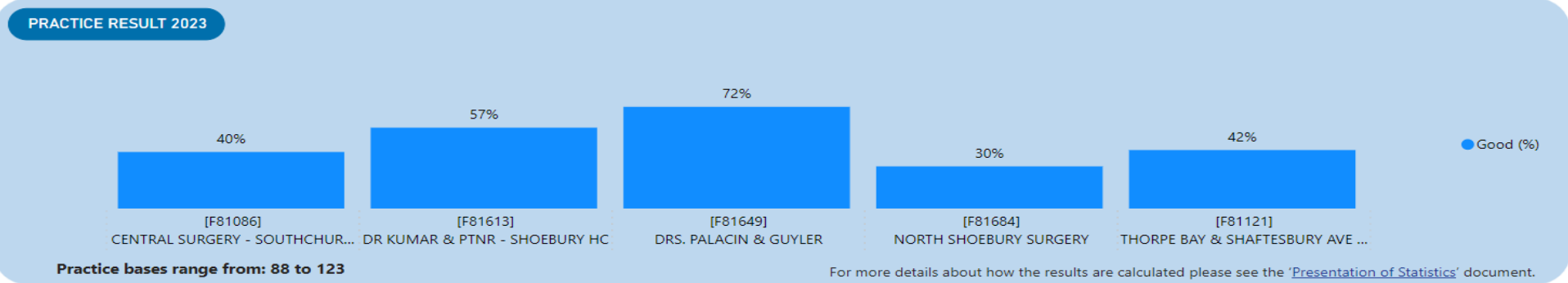
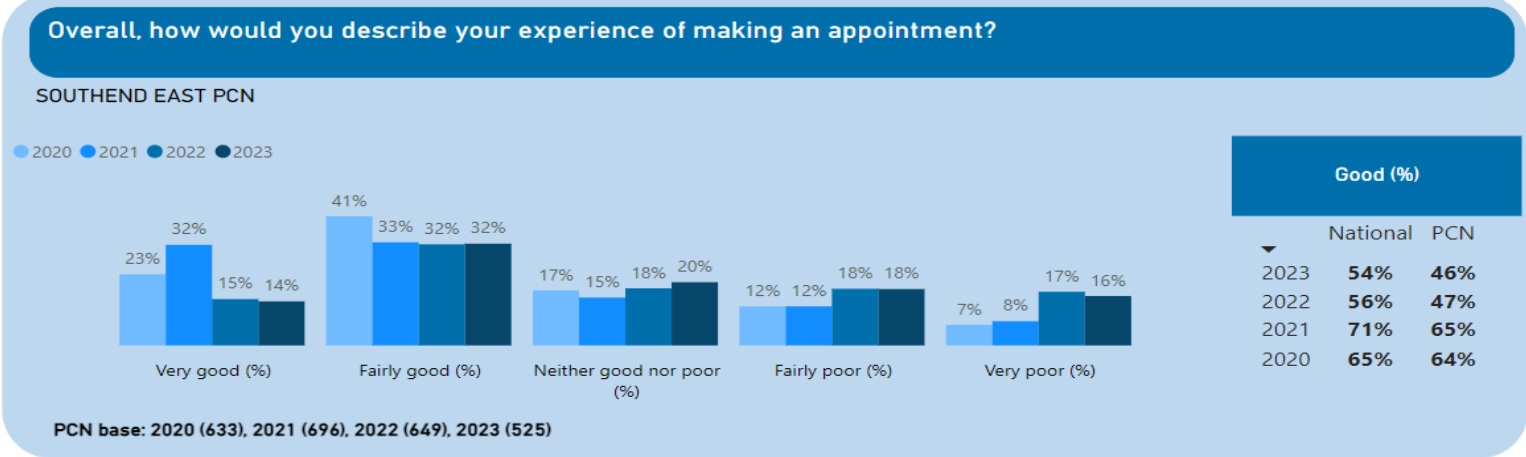
Southend E PCN

Making an appointment

PCN name
SOUTHEND EAST PCN

Question
Q21 - Overall, how would y...

Practice name
All



Southend E PCN

GP PATIENT SURVEY **NHS**

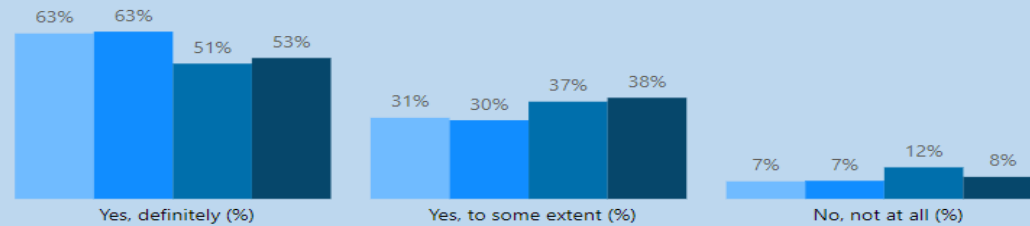
Patient's last appointment



Thinking about the reason for your last general practice appointment, were your needs met?

SOUTHEND EAST PCN

● 2020 ● 2021 ● 2022 ● 2023



PCN base: 2020 (632), 2021 (683), 2022 (640), 2023 (514)

	Yes (%)	
	National	PCN
2023	91%	92%
2022	91%	88%
2021	94%	93%
2020	94%	93%

PCN name

SOUTHEND EAST PCN

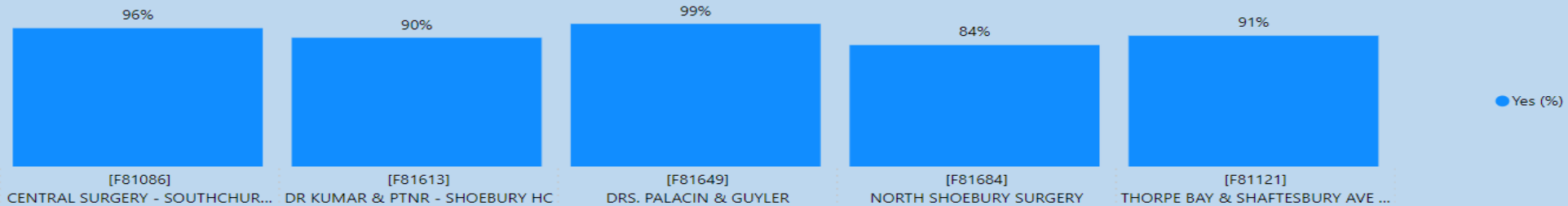
Question

Q31 - Thinking about the re...

Practice name

All

PRACTICE RESULT 2023



Practice bases range from: 85 to 119

For more details about how the results are calculated please see the ['Presentation of Statistics'](#) document.

Southend Victoria PCN

Local GP services



PCN name
SOUTHEND VICTORIA PCN

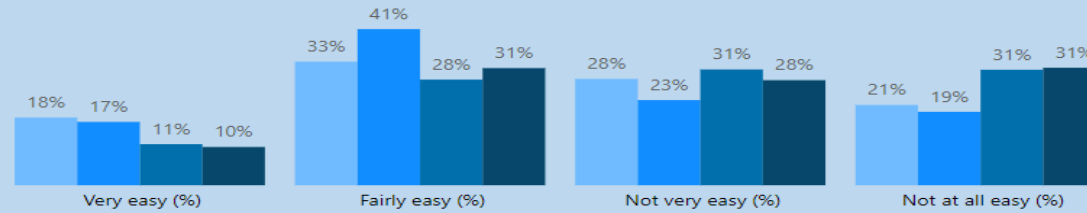
Question
Q1 - Generally, how easy is i...

Practice name
All

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

SOUTHEND VICTORIA PCN

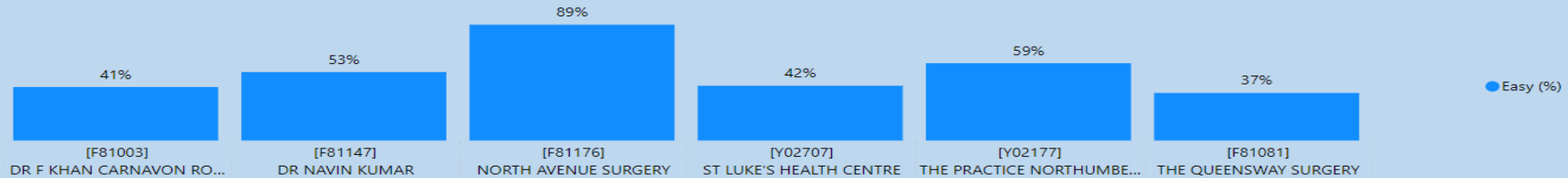
● 2020 ● 2021 ● 2022 ● 2023



PCN base: 2020 (422), 2021 (475), 2022 (889), 2023 (988)

	Easy (%)	
	National	PCN
2023	50%	41%
2022	53%	39%
2021	68%	58%
2020	65%	51%

PRACTICE RESULT 2023



Practice bases range from: 110 to 137

For more details about how the results are calculated please see the ['Presentation of Statistics'](#) document.

Southend Victoria PCN

GP PATIENT SURVEY **NHS**

Making an appointment



PCN name

SOUTHEND VICTORIA PCN

Question

Q21 - Overall, how would y...

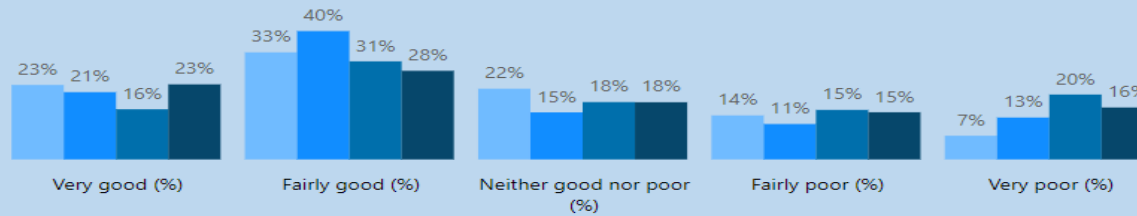
Practice name

All

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

SOUTHEND VICTORIA PCN

● 2020 ● 2021 ● 2022 ● 2023

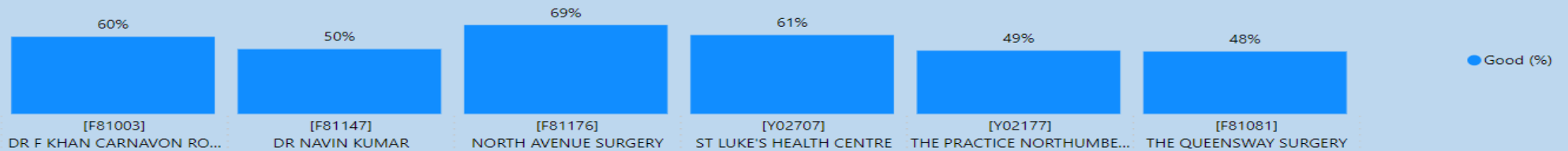


PCN base: 2020 (399), 2021 (453), 2022 (854), 2023 (971)

Good (%)

	National	PCN
2023	54%	51%
2022	56%	46%
2021	71%	61%
2020	65%	57%

PRACTICE RESULT 2023



Practice bases range from: 107 to 139

For more details about how the results are calculated please see the '[Presentation of Statistics](#)' document.

Southend Victoria PCN

GP PATIENT SURVEY **NHS**

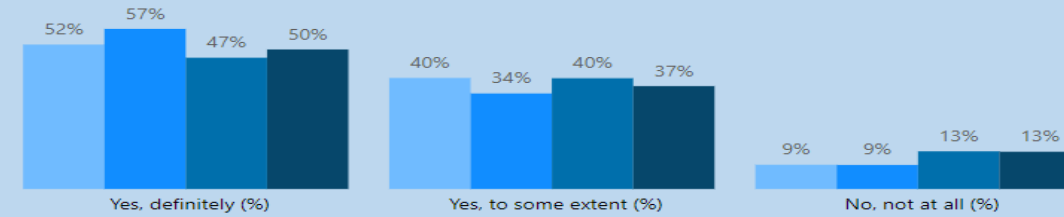
Patient's last appointment



Thinking about the reason for your last general practice appointment, were your needs met?

SOUTHEND VICTORIA PCN

● 2020 ● 2021 ● 2022 ● 2023



PCN base: 2020 (395), 2021 (448), 2022 (836), 2023 (932)

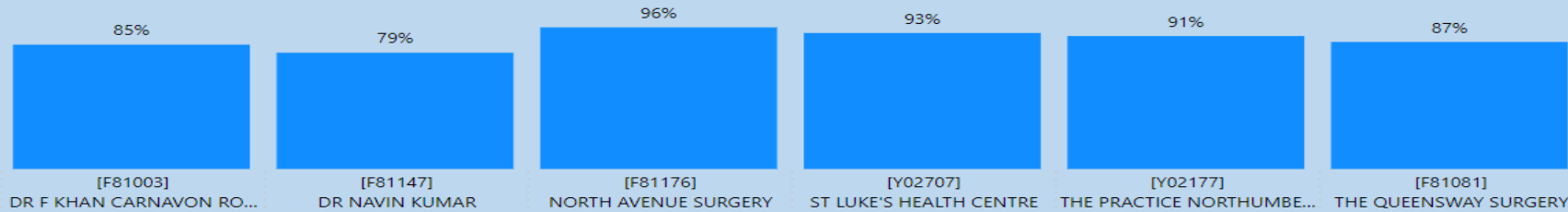
	Yes (%)	
	National	PCN
2023	91%	87%
2022	91%	87%
2021	94%	91%
2020	94%	91%

PCN name
SOUTHEND VICTORIA PCN

Question
Q31 - Thinking about the re...

Practice name
All

PRACTICE RESULT 2023



Practice bases range from: 104 to 133

For more details about how the results are calculated please see the 'Presentation of Statistics' document.

Southend W Central PCN

Local GP services



PCN name
SOUTHEND WEST CENTRAL... ▾

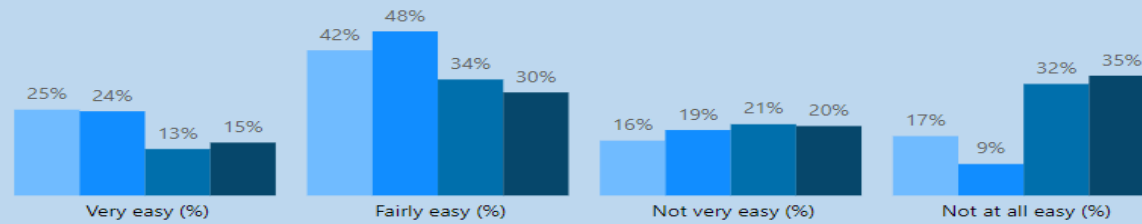
Question
Q1 - Generally, how easy is i... ▾

Practice name
All ▾

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

SOUTHEND WEST CENTRAL PCN

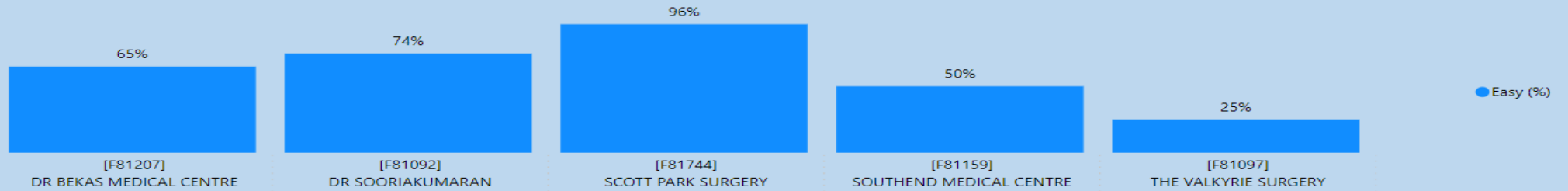
● 2020 ● 2021 ● 2022 ● 2023



PCN base: 2020 (550), 2021 (690), 2022 (686), 2023 (550)

	Easy (%)	
	National	PCN
2023	50%	45%
2022	53%	47%
2021	68%	72%
2020	65%	67%

PRACTICE RESULT 2023



Practice bases range from: 101 to 135

For more details about how the results are calculated please see the '[Presentation of Statistics](#)' document.

Southend W Central PCN

Making an appointment

PCN name

SOUTHEND WEST CENTRAL...

Question

Q21 - Overall, how would y...

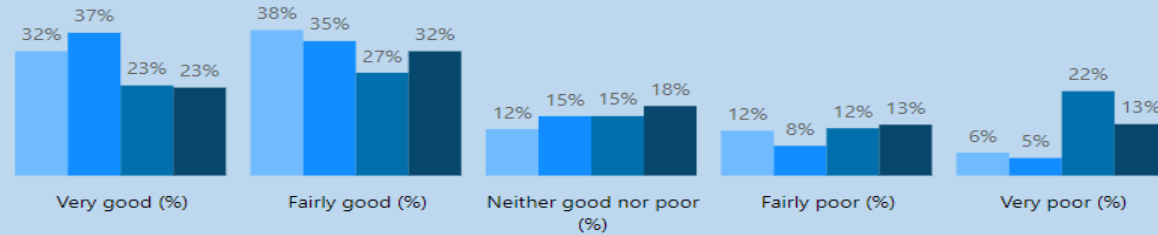
Practice name

All

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

SOUTHEND WEST CENTRAL PCN

● 2020 ● 2021 ● 2022 ● 2023

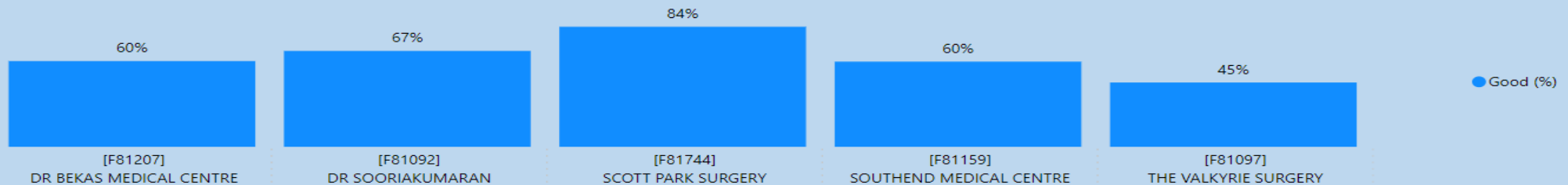


PCN base: 2020 (518), 2021 (644), 2022 (637), 2023 (532)

Good (%)

	National	PCN
2023	54%	55%
2022	56%	50%
2021	71%	72%
2020	65%	70%

PRACTICE RESULT 2023



Practice bases range from: 95 to 131

For more details about how the results are calculated please see the ['Presentation of Statistics'](#) document.

Southend W Central PCN

GP PATIENT SURVEY **NHS**

Patient's last appointment



PCN name
SOUTHEND WEST CENTRAL... ▾

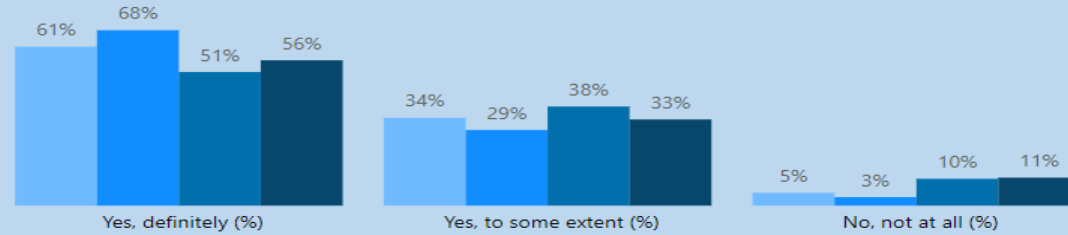
Question
Q31 - Thinking about the re... ▾

Practice name
All ▾

Thinking about the reason for your last general practice appointment, were your needs met?

SOUTHEND WEST CENTRAL PCN

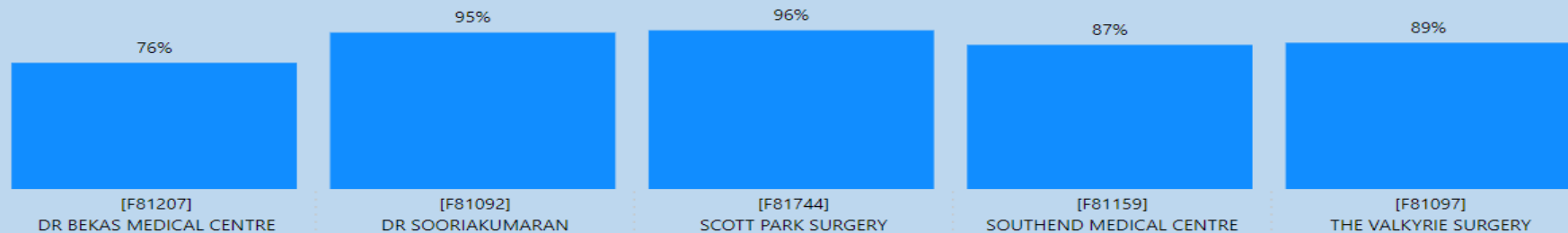
● 2020 ● 2021 ● 2022 ● 2023



PCN base: 2020 (514), 2021 (623), 2022 (628), 2023 (518)

	Yes (%)	
	National	PCN
2023	91%	89%
2022	91%	90%
2021	94%	97%
2020	94%	95%

PRACTICE RESULT 2023



Practice bases range from: 95 to 128

For more details about how the results are calculated please see the ['Presentation of Statistics'](#) document.

Conclusion

- This data only presents a snap-shot of local patients' experiences
- However, it does back up the feedback we hear from local residents
- As well as the differences between primary care networks and practices, we know that certain groups find it harder to make appointments – this may be because of caring responsibilities, a disability or ethnicity
- We know that the NHS locally is developing plans to improve access. We will monitor the impact which these have