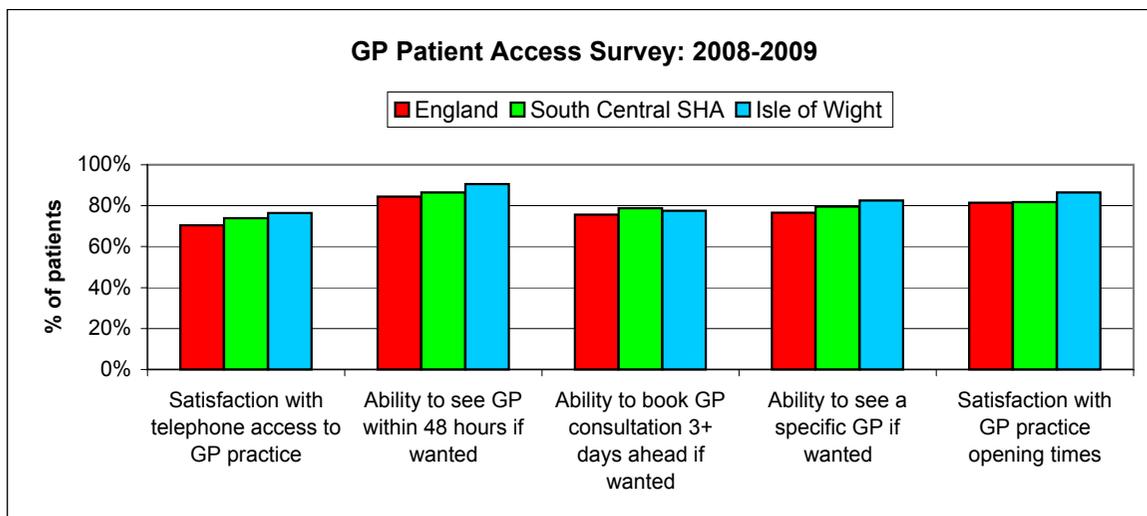


Isle of Wight Joint Strategic Needs Assessment: Core Dataset		2009		
Domain:	Services	Indicator:	Patient Experience of Access to Primary Care	
Sub-Domain:	Voice	Indicator References:	PCT Vital Sign: VSA 06	
Sub-sub- Domain:	User Perspective on Health Care	Data Source:	Department of Health - GP Patient Survey	
		Indicator definition:	see below	

Patient Satisfaction with Access to Primary Care (GP) Services: 2008-09 Survey Findings:

2008-09 Survey Findings	England	South Central SHA	Isle of Wight
Satisfaction with telephone access to GP practice	70%	74%	76%
Ability to see GP within 48 hours if wanted	84%	87%	91%
Ability to book GP consultation 3+ days ahead if wanted	76%	79%	77%
Ability to see a specific GP if wanted	77%	80%	82%
Satisfaction with GP practice opening times	82%	82%	86%





COMMENTARY

Satisfaction with access to primary care (e.g. GP Practice services) is a Public Service Agreement priority for the Department of Health. If someone is satisfied with access to primary care, they are more likely to be able to access primary care when and where they need it. This is, in turn, likely to lead to better overall health outcomes.

Patient satisfaction with GP Practice services has been measured annually through a patient survey which uses postal questionnaires to sample patients in each Primary Care Trust (PCT), and in each GP Practice within that PCT. For example, in the 2008-09 survey over 4,000 Island patients were surveyed. A number of aspects of access to primary care have been measured, including satisfaction with phone access and ability to book advance appointments. From 2009-10 onwards the indicator will be broadened to include new survey data on the proportion of people who were satisfied with their overall experience of their GP practice.

The data and chart show findings for the 2008-09 survey, comparing the IW with England and South Central SHA. The IW performed better on 4 out of the 5 measures of access compared with England and South Central. Comparisons with previous years are not shown as the questionnaire wording changed in 2008-09, so that any changes over time could be attributed to the change in question wording, rather than representing real change.

INDICATOR DEFINITION

Indicator:	Patient Experience of Access to Primary Care
Definition:	% of patients who were satisfied with specific aspects of access to GP Practice primary care services.
Numerator (number of people or events)	Number of patients surveyed who were satisfied with specific aspects of access to GP Practice primary care services.
Denominator (total population or events)	Number of patients surveyed.
Geographic Coverage	Primary Care Trust
Time period	As shown above.
Data Source(s)	Department of Health - GP Patient Survey (2008-09) http://results.gp-patient.co.uk/report/main.aspx
Significance for Health	Higher rates indicate better access to services. Lower rates indicate worse access to services.
Factors that might affect the Accuracy of this Indicator	