

DRAFT
2015 GP Survey Analysis Report - Trustwide

May 2015

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1 INTRODUCTION AND PURPOSE

The purpose of this report is to present the findings from the GP survey which was carried out during January and February 2015. GP ratings and GP perceptions of service strengths and areas to improve were collected. The report also compares the results with those from the 2013 GP survey where possible. Findings will be used alongside other data to improve NTW services in the future.

2 BACKGROUND

2.1 The 2015 process commenced in January when the survey was sent personally addressed to all of the 1,039 GPs that NTW serves via post. The survey was accompanied by the first edition of the newly revamped GP Fast Update newsletter. An electronic version of the survey was also developed by NTW's in-house development team and this was emailed to all Practice Managers at the same time as paper copies were posted to give GPs the option to complete the survey electronically. A database of GP contacts was purchased for this purpose as neither NTW nor the CCGs had access to such comprehensive information.

2.2 A total of 254 completed surveys were received, which constitutes a response rate of 24.4%. This compares with 21.7% in 2013, which was the last and only other occasion that the survey has been undertaken. In 2015, 84.3% of the responses were received on paper and 15.7% were completed online.

2.3 During the data analysis process, "blanks" (i.e. when the respondent has not offered any answer to a question) have been excluded from the calculations and are not presented in this report. Answers of "Not Applicable" are included in the graphs in this report for information but are excluded from the percentage calculations to enhance accuracy and consistency of findings.

2.4 There were changes to the questions in the 2015 GP survey as compared to the 2013 survey, which made direct and consistent comparison of results between the 2015 and 2013 surveys difficult. Each CCG area received their own service specific survey and the questions were slightly amended to reflect variations in the provision of services across CCG areas and the benefit to patient care that NTW services provide. The 2015 GP survey questions will be duplicated for the 2016 GP survey and so consistent comparison across all NTW services will be possible in future.

3 KEY ISSUES

3.1 Statistical Validity of the Survey

With a response rate of 24.4% (see Appendix 1) there is 95% confidence that the results are representative (+/- 5.4%) of the GP population that NTW serves. To make comparisons between 2013 and 2015 if GP ratings have changed upwards or downwards by more than 5.4% they are statistically significant. However, due to the changes in questions in the 2015 GP survey compared to 2013, this year over 50% of services have no absolute, direct comparison. For any analysis of comparisons between 2013 and 2015 this needs to be taken into account. It also needs to be recognised that the 2015 GP survey provides some key

indicators of NTW service strength and areas to improve, but these need to be considered alongside NTW performance data and patient and staff views.

3.2 Key Survey Findings

Analysis of the survey results, including by service, is included as Appendix 2 and the collated verbatim comments are included as Appendix 3.

Whilst a number of different types of GP ratings were collected, the GP ratings have been summarised by:

1. Benefit of NTW services to patients' mental health (as this is NTW's primary function)
2. Ease of making contact for support/advice/referral (as this is a key element of facilitating collaborative style care)
3. Wait time to assessment (as this is critical to patients)

Whilst considering these ratings it must be noted that NTW does not currently provide the following services:

- IAPT, Crisis / IRT, Memory Protection Service, CYPS or Learning Disability in North Tyneside
- IAPT, Older Peoples Mental Health Teams, Learning Disability or Substance Misuse in Gateshead
- Memory Protection Service in Northumberland, Newcastle North & East or Newcastle West
- Substance Misuse in Sunderland
- IAPT in South Tyneside

3.2.1 Ratings

The following tables summarise each service's rating from GPs in the 3 main areas as outlined above:

Benefit of NTW services to patients' mental health - Very Good to Satisfactory

Ranking	Service	% of GPs rating Very Good to Satisfactory
1	IAPT	97.8 %
2	Older People	94.9%
3	Learning Disability	93.7%
4	Neuro Rehabilitation	91%
5	CMHT	90.5%
6	Memory Protection Service	87.3%
7	Crisis / IRT	85.3%
8	Substance Misuse	80.8%
9	CYPS	69.5%
On average 88% of GPs rate the benefit of NTW services to patients' mental health as very good to satisfactory		

Ease of making contact for support/advice/referral – Very Good to Satisfactory

Ranking	Service	% of GPs rating Very Good to Satisfactory
1	Crisis / IRT	90.3%
2	Older People	90%
3	IAPT	88.4%
4	Learning Disability	86.1%
5	Memory Protection Service	82.6%
6	Neuro Rehabilitation	81.7%
7	Substance Misuse	81.3%
8	CMHT	80.5%
9	CYPS	47.6%
On average 81% of GPs rate the ease of making contact with NTW services for support/advice/referral as very good to satisfactory		

Wait time to assessment – Very good to Satisfactory

Ranking	Service	% of GPs rating Very Good to Satisfactory	Change compared to 2013 GP survey
1	Crisis/IRT	91.9%	-----
2	IAPT	86%	-----
3	Memory Protection Service	84.1%	-----
4	Neuro Rehabilitation	81.2%	Reduction of 11%
5	Learning Disability	81.1%	-----
6	Older people	80.7%	Increase of 8.8%
7	Substance misuse	74.8%	Reduction of 9.3%
8	CMHT	70.9%	-----
9	CYPS	36.3%	Reduction of 47.9%
On average 76% of GPs rate the waiting time for assessment by NTW services as very good to satisfactory			

3.2.2 Verbatim Comments

The key points summarised from the verbatim comments were:

Positive verbatim comments:

- Many positive comments were made acknowledging individual staff members' commitment and patient care
- Crisis team and Initial Response Teams received many positive comments with acknowledgements of improvements made
- IAPT received high GP ratings
- Changes in Community mental health teams where transformation had occurred were noted
- Older people services showed many marked improvements

Areas for improvement from the verbatim comments:

- Community mental health teams had some negative verbatim comments relating to referral process and bounce backs of referrals (this was mainly in Gateshead, North Tyneside and South Tyneside). There were also some very positive comments with improvements noted across all areas
- CYPS in Northumberland and Gateshead received some negative verbatim comments. These included comments relating to slow wait time, referral criteria, bounce back, poor access in crisis, long wait to care, poor communication, service not fit for purpose and transitions
- Memory Protection services received negative comments about the referral procedure and physical health investigations required

4 ACTIONS

To be added after operational meetings with groups

5 CONCLUSION

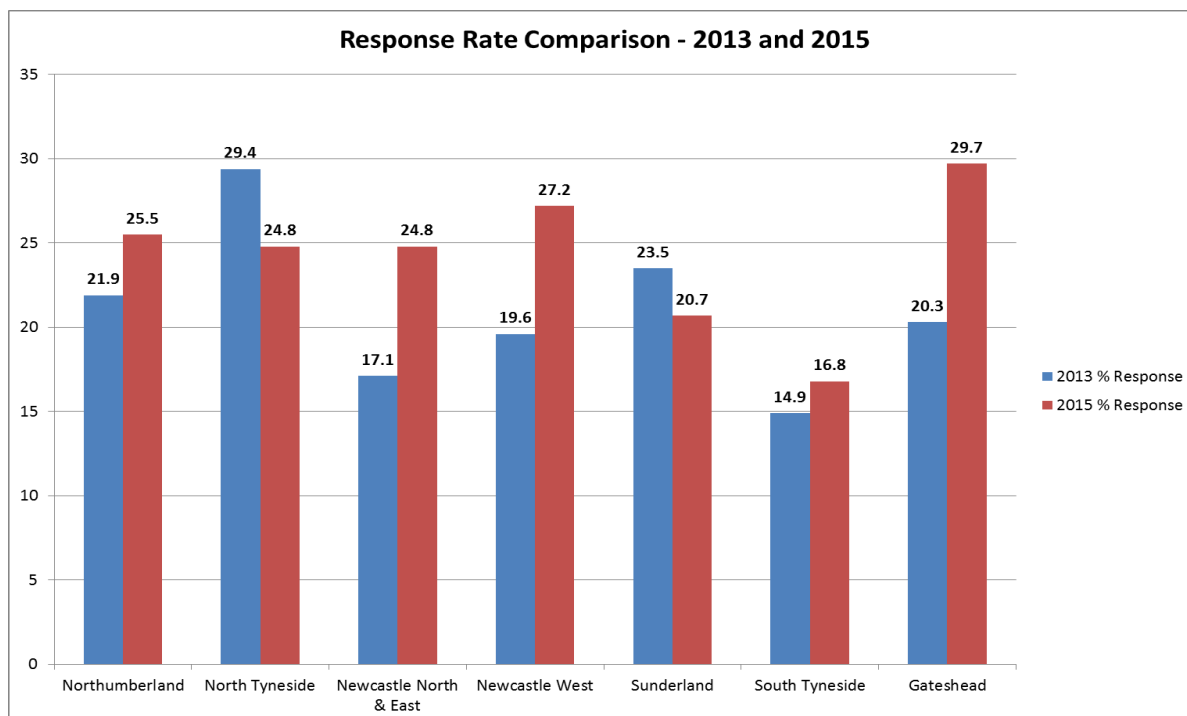
To be added after operational meetings with groups

APPENDIX 1 – RESPONSE RATE

Response rates by geographical area can be seen in the table below and range from 29.7% (47 responses) for Gateshead to 16.8% (17 responses) for South Tyneside:

CCG Area	Responses			No. of GPs	GP Response Rate (%)
	Hard Copies	Electronic Copies	TOTALS		
Northumberland	57	7	64	251	25.5
North Tyneside	31	7	38	153	24.8
Newcastle North & East	22	4	26	105	24.8
Newcastle West	21	4	25	92	27.2
Sunderland	29	8	37	179	20.7
South Tyneside	16	1	17	101	16.8
Gateshead	38	9	47	158	29.7
TOTALS	214	40	254	1039	24.4

The graph below compares response rates by year and locality for 2013 and 2015:



APPENDIX 2 – TRUST-WIDE GP SURVEY RESULTS

Trust-wide results by speciality¹

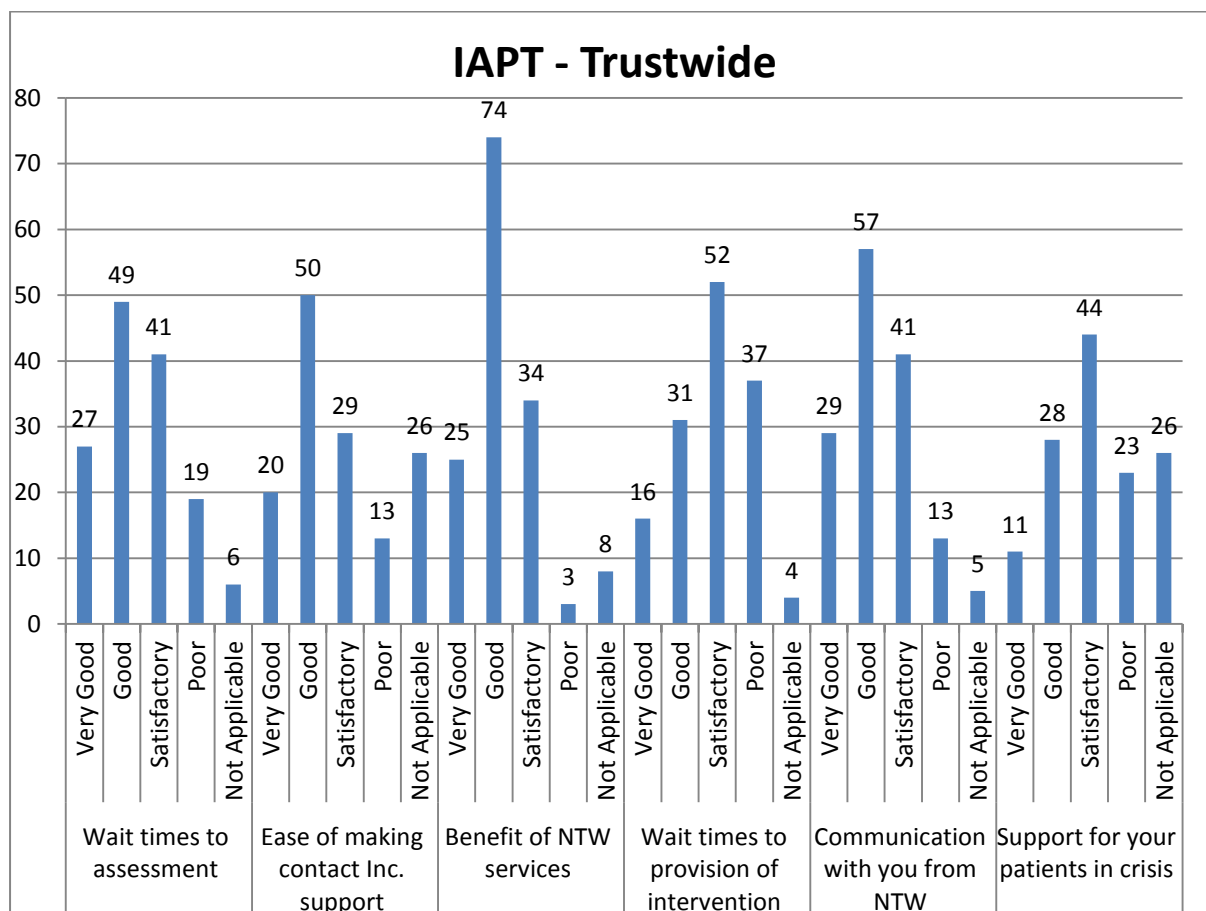
IAPT

IAPT is not provided by NTW in North Tyneside, South Tyneside and Gateshead

There is no comparative data on IAPT services from the 2013 GP survey.

The following information shows the GPs rating **Very Good to Satisfactory** to the following questions:

- Benefit of NTW services to patient’s mental health 97.8%
- Communication with you from NTW services about patient care 90.7%
- Wait times to assessment 86%
- Ease of making contact for advice/support/referral 88.4%
- Support for people in a crisis 78.3%
- Wait times to provision of intervention 72.8%



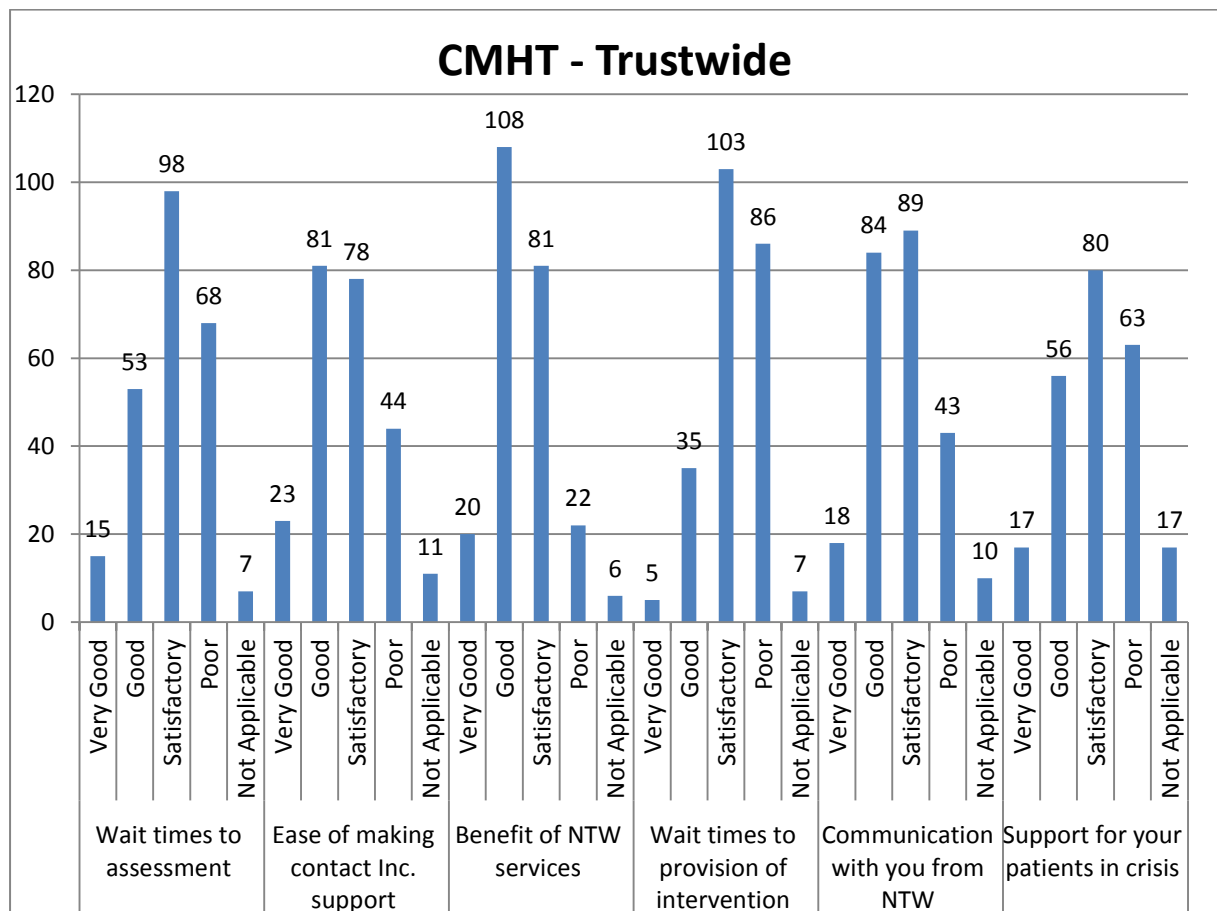
¹ Answers of “Not Applicable” have been excluded from the percentage calculations

CMHT

There is no specific comparative data for CMHT services from the 2013 GP survey.

The following information shows the GPs rating **Very Good to Satisfactory** to the following questions:

- Benefit of NTW services to patient's mental health 90.5%
- Communication with you from NTW services about patient care 81.6%
- Ease of making contact for advice/ support/ referral 80.5%
- Wait times to assessment 70.9%
- Support for patients in a crisis 70.8%
- Wait times to provision of intervention 62.5%

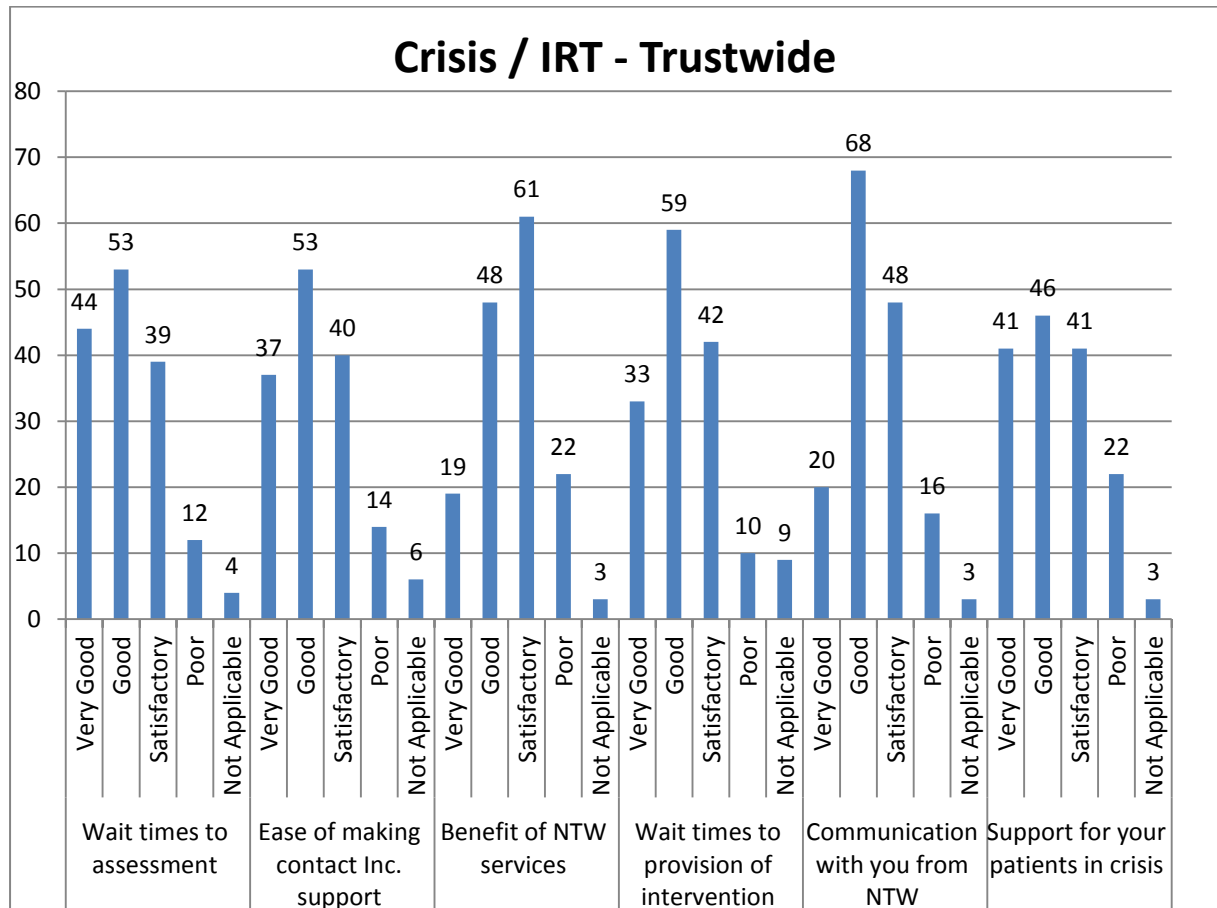


CRISIS / IRT

There is no comparative data on Crisis / IRT services from the 2013 GP survey.

The following information shows the GPs rating **Very Good to Satisfactory** to the following questions:

- Wait times to provision of intervention 93%
- Wait times to assessment 91.9%
- Ease of making contact for advice/support/referral 90.3%
- Communication with you from NTW services about patient care 89.5%
- Benefit of NTW services for patient's mental health 85.3%
- Support for patients in a crisis 85.3%



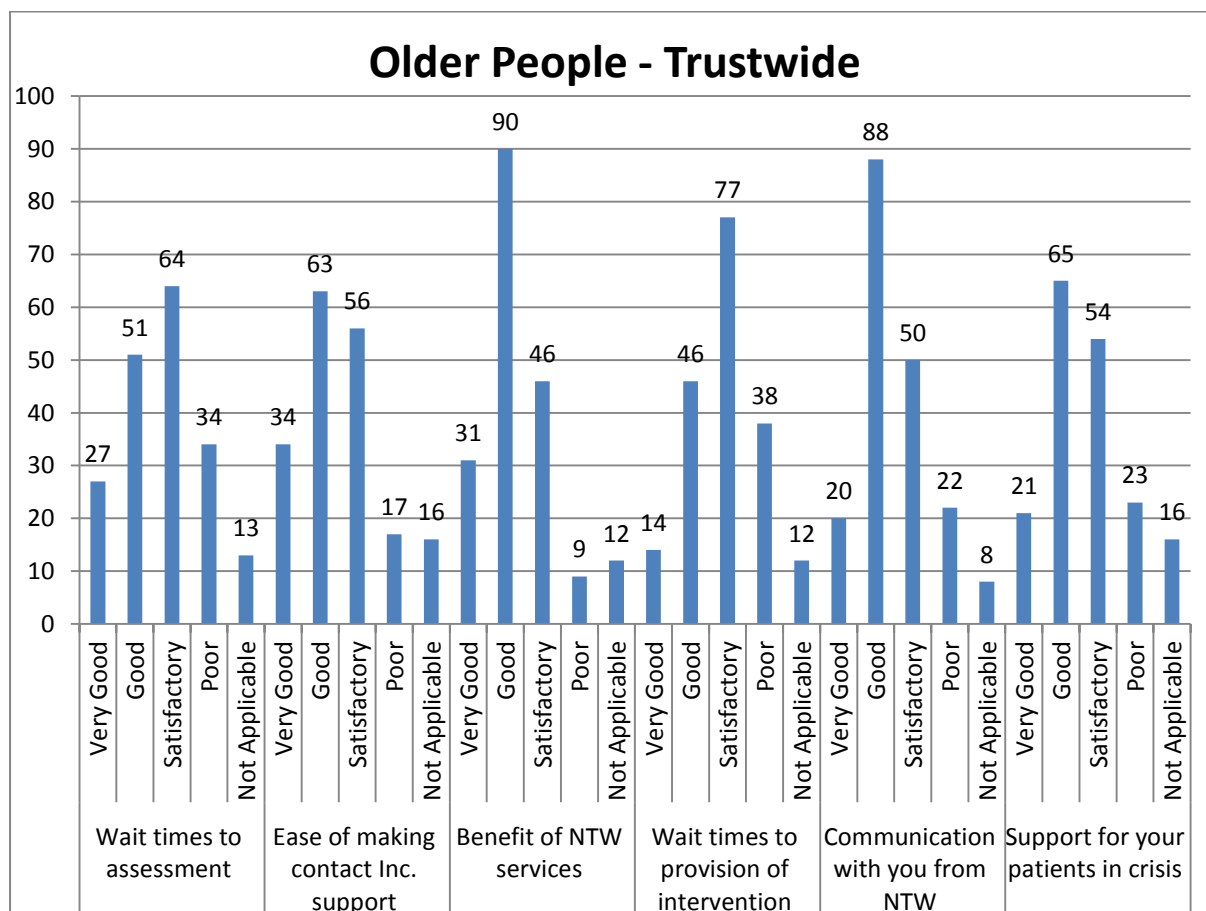
OLDER PEOPLE

NTW does not provide older people mental health services in Gateshead

There are some comparative ratings with the 2013 GP survey. Older People's services show large increases in GP rating in 4 out of 6 areas compared to the 2013 GP survey.

The following information shows the GP ratings **Very Good to Satisfactory** to the following questions:

- Benefit of NTW services for patient's mental health 94.9%. No comparative question asked in 2013
- Ease of making contact for advice/support/referral with Older People's Service inc. support 90% compared to 54% in 2013
- Communication with you from NTW services about patient care 87.8% compared to 59.5% in 2013
- Support for patients in a crisis 85.9% compared to 68.9% in 2013
- Wait times to assessment 80.7% compared to 71.9% in 2013
- Wait times to provision of intervention 78.3%. No comparative question asked in 2013



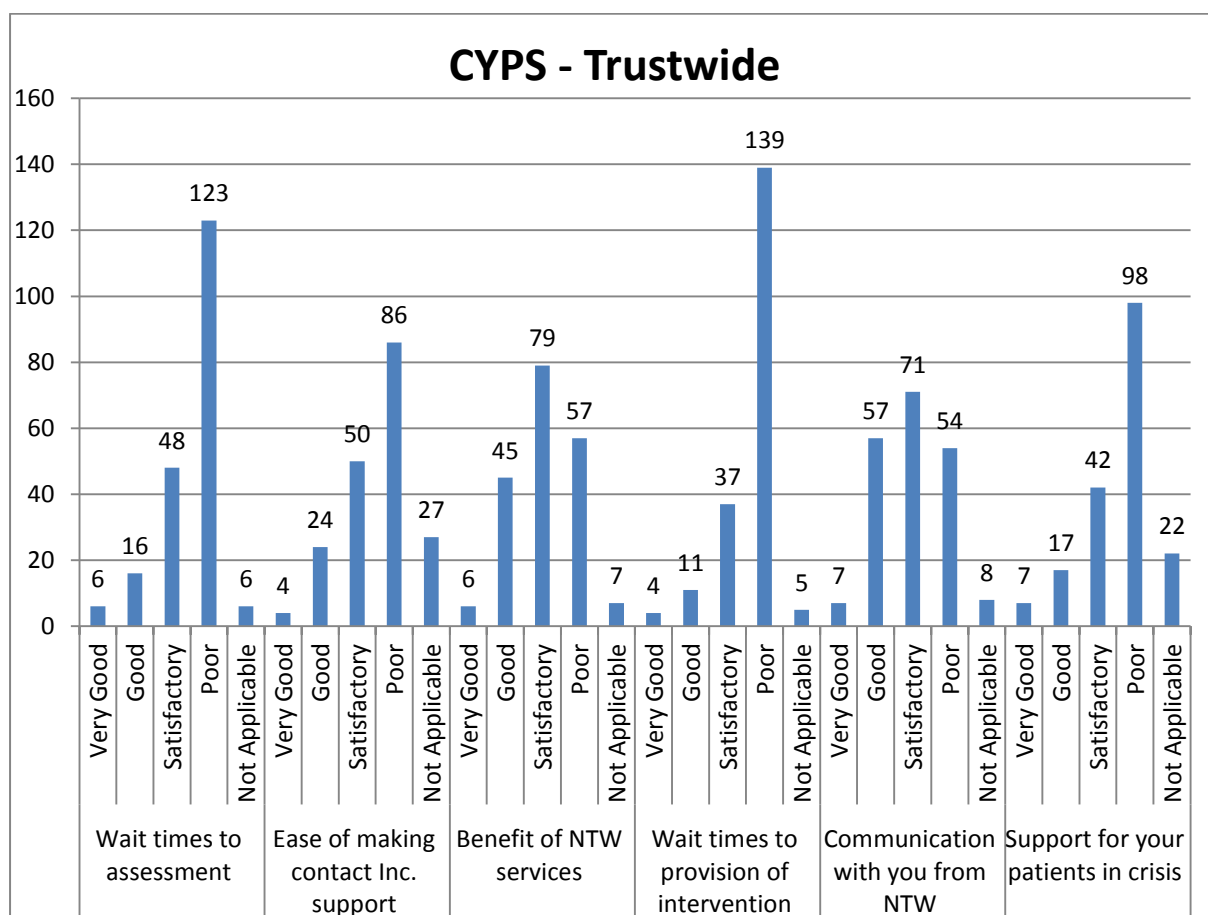
CYPS

NTW does not provide CYPS in North Tyneside.

There are some comparative ratings with the 2013 GP survey.

The following information shows the GP ratings of **Very Good to Satisfactory** to the following questions:

- Communication with you from NTW services about patient care increased to 71.4% compared to 69% in 2013
- Benefit of NTW services for patient’s mental health, a question not asked in the 2013 survey, showed 69.5% of GPs rating very good to satisfactory
- Ease of making contact for advice/support/referral 47.6% compared to 70.8% in 2013



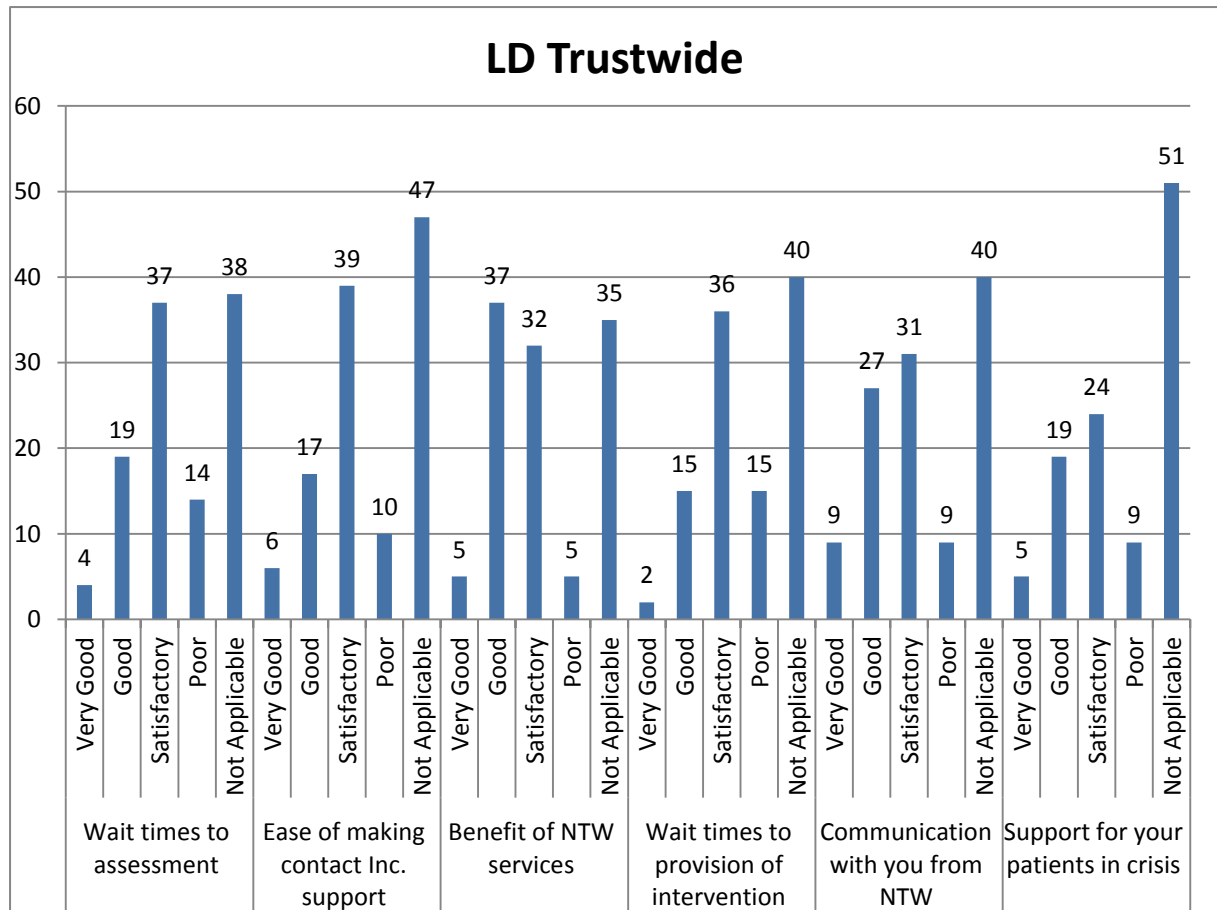
LEARNING DISABILITY

NTW does not provide the Learning Disability Services in North Tyneside

There is no comparative data on Learning Disability services from the 2013 GP survey due to the survey in 2013 focussing on only Adult Learning Disability Services.

The following information shows the GP ratings **Very Good to Satisfactory** to the following questions:

- Benefit of NTW services for patient’s mental health 93.7%
- Communication with you from NTW services about patient care 88.1 %
- Ease of making contact for advice/support/referral 86%
- Support for your patients in a crisis 84.2%
- Wait times to assessment 81.1%
- Wait times to provision of intervention 77.9%

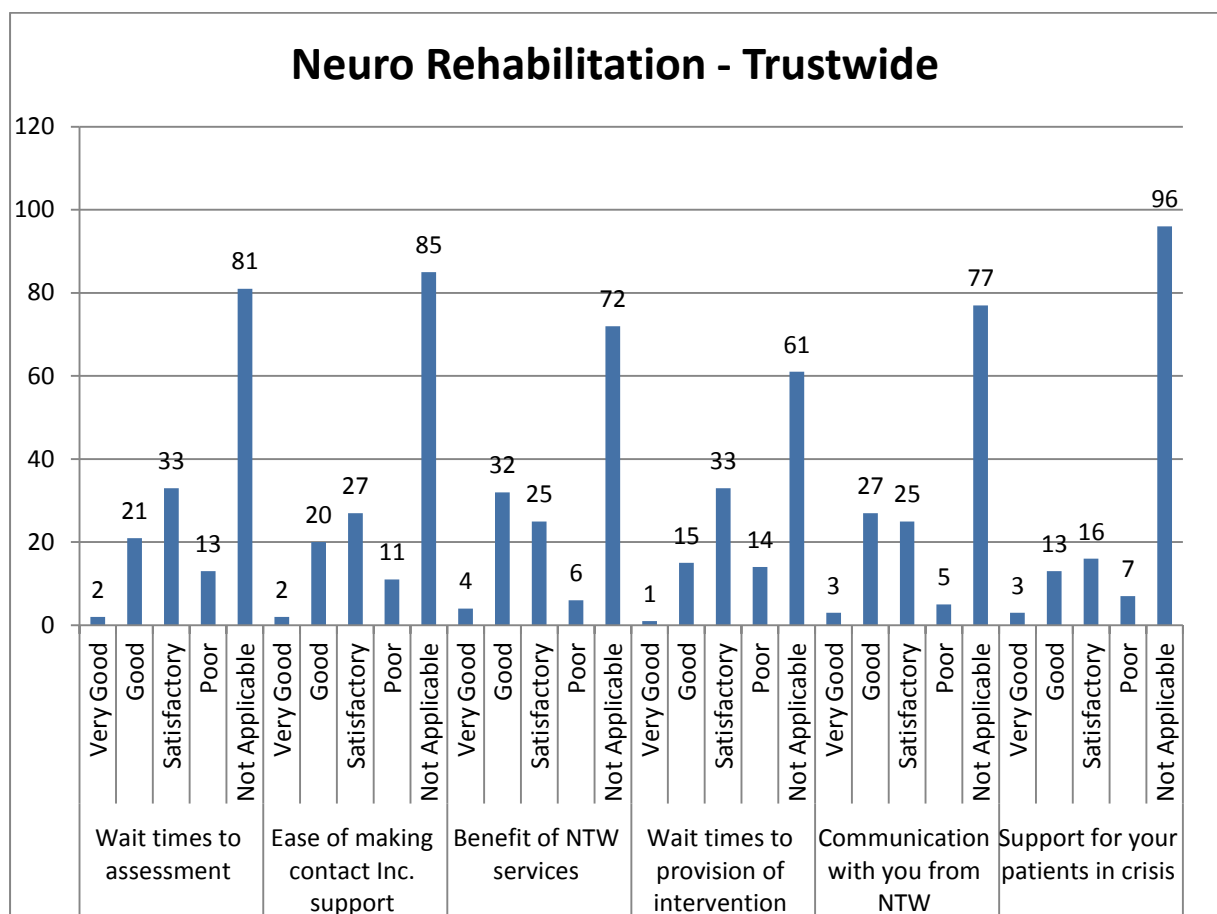


NEURO REHABILITATION

There are some comparative ratings with the 2013 GP survey.

The following information shows the GP ratings of **Very Good to Satisfactory** to the following questions:

- Communication with you from NTW services about patient care 91.6% compared to 75.9% in 2013
- Benefit of NTW services for patient’s mental health 91%
- Support for patients in a crisis 82% compared to 93.4% in 2013
- Ease of making contact for advice/support/referral 81.7% compared to 77.7% in 2013
- Wait times to assessment 81.2% compared to 92.2% in 2013
- Wait times to provision of intervention 77.8%.



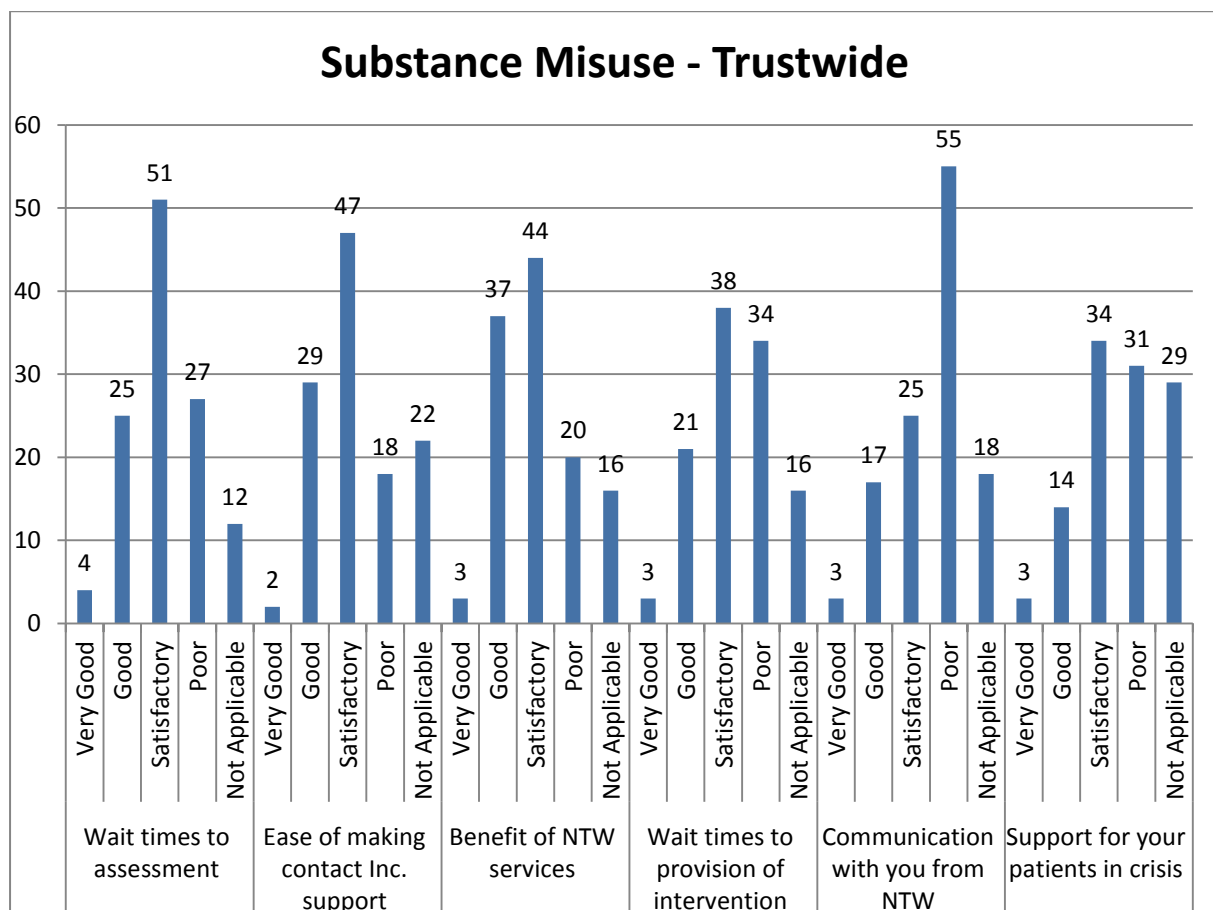
SUBSTANCE MISUSE

NTW does not provide substance misuse services in Gateshead and Sunderland.

There are some comparisons for GP ratings with the 2013 GP survey.

The following information shows the GP ratings of **Very Good to Satisfactory** to the following questions:

- Ease of making contact for advice/support/referral 81.3%
- Benefit of NTW services for patients mental health 80.8%
- Communication with you from NTW services about patient care 45% compared to 83.6% in 2013
- Wait times to assessment 74.8% compared to 84.1% in 2013
- Wait times to provision of intervention 64.6%
- Support for patients in a crisis 62.2% compared to 89.4% in 2013



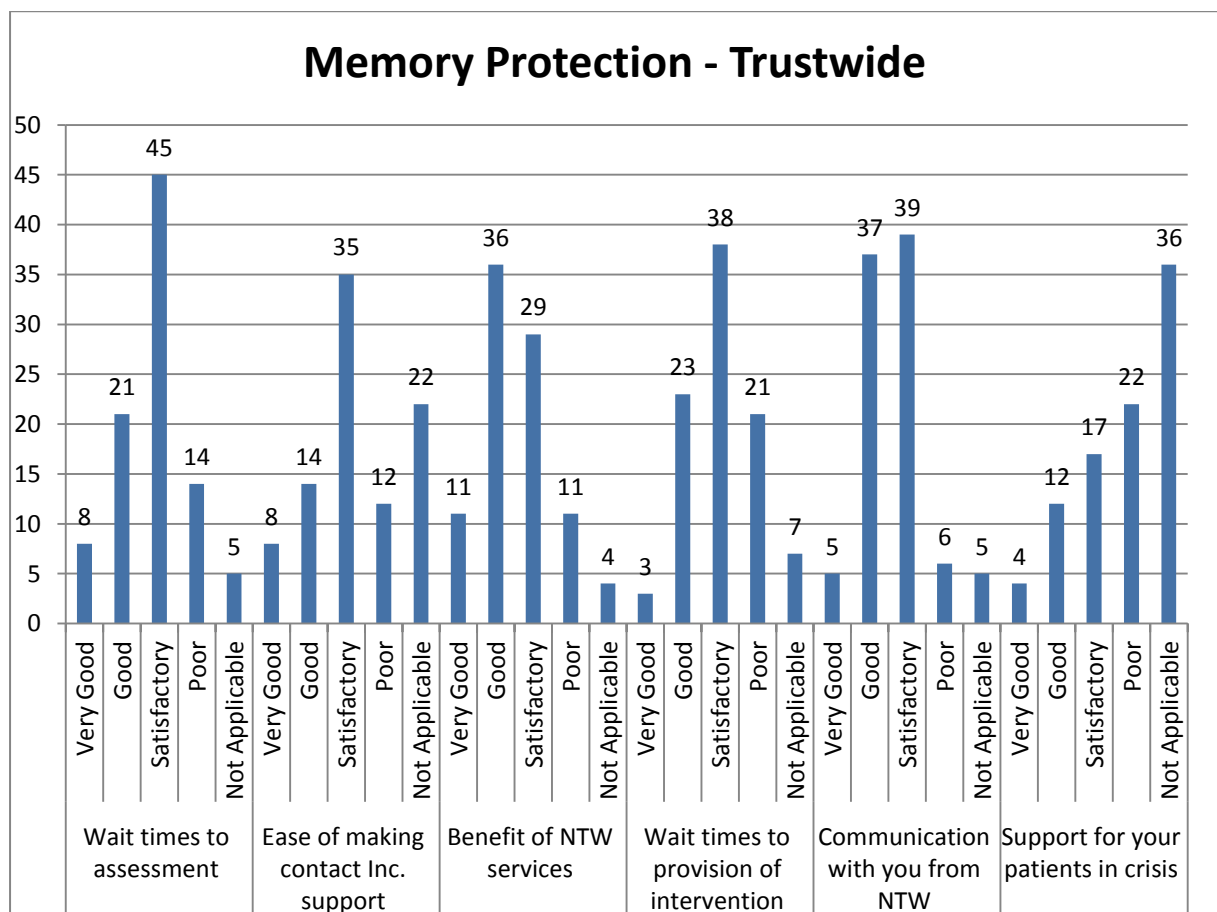
MEMORY PROTECTION SERVICE

NTW does not provide Memory Protection Services in North Tyneside, Northumberland, Newcastle North & East or Newcastle West.

There is no comparative data on Memory Protection services from the 2013 GP survey.

The following information shows the GP ratings of **Very Good to Satisfactory** to the following questions:

- Communication with you from NTW services about patient care 93.1%
- Benefit of NTW services for patients mental health 87.3%
- Wait times to assessment 84%
- Ease of making contact for advice/support/referral 82.6%
- Wait times to provision of intervention 75.3%
- Support for patients in a crisis 60%



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