**NATIONAL INSTITUTE FOR HEALTH AND CARE EXCELLENCE**

**NICE indicator validity assessment**

Assurance date: December 2020

Review date: December 2023

# Indicator IAP00035\_1

# Patient experience of primary care. i) GP services

# Validity assessment

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| **Domain** | **Notes** | **Assessment** |
| Importance | Indicator is part of the NHS outcomes framework domain 4 – Ensuring that people have a positive experience of care.  Nationally values have fallen, from 88.3% in 2011/12 to 83.0% in 2018/19. However there have been several small changes in the source data, in particular a change meaning that comparison of data before and after this period should be interpreted with care:  “While the question about experience of GP services itself has not changed testing has shown that respondents answer the question differently based on the changed preceding questions. As a result the 2017/18 data is not comparable to previous years.”  Additionally the collection period changed in 2016/17, however the overall sample size was maintained.  Variation exists by age, gender, ethnicity, sexual orientation, deprivation, religion and geography. | Indicator is part of the NHS outcomes framework.  Value decreasing though issues with changes in data source. Variation exists across geography and demographic breakdowns. |
| Evidence base | From indicator quality statement[[1]](#footnote-1):  “Patients’ experience of the care and service they receive from health care services is recognised internationally as a key measure of health care quality. This indicator will be used alongside additional information sources to provide local clinicians and managers with intelligence on the quality of local services from the patients’ and service users’ point of view and will ultimately play a role in driving improvements in the quality of service design and delivery.  Knowledge of patient experience can highlight poor care and lead to service improvement. The Mid-Staffordshire NHS Foundation Trust Public Inquiry highlights that the quality of patient experience is an important indicator of the underlying performance of a service provider. Whilst this high profile case related mainly to problems with acute inpatient care, GP services are often the first point of contact with the NHS for patients and their impression of this service will shape their experience of the NHS as a whole.  A King’s Fund study in 2012 concluded that GP practices which deliver a better experience of services for their patients generally also perform better on clinical quality in terms of both process and outcome measures.” | Evidence base exists. This indicator aligns with NICE guidance on patient experience (CG138[[2]](#footnote-2)), albeit published after implementation of the indicator |
| Specification | Numerator: Weighted number of people reporting a ‘fairly good’ or ‘very good’ experience of their GP practice  Denominator: Weighted number of people who answered the below question  Exclusions: Only respondents over the age of 18 are reported to maintain consistency with previous years  Methodology: Weighted percentage of people reporting an overall good experience of their GP practice based on the following question from the GP Survey:  Overall, how would you describe your experience of your GP practice?   * Very good * Fairly good * Neither good nor poor * Fairly poor * Very poor   Geography: England, Lower and Upper tier local authority, Region. Further splits by Age, Gender, Ethnicity, Sexual Orientation, Deprivation and Religion.  Data Source: GP Patient Survey (GPPS) from Ipsos Mori – Official statistics  Disclosure control: Data is suppressed if less than ten people answer the question in a particular group. This is in line with the rules used when publishing GP Patient Survey results. | The indicator has defined components necessary to construct the indicator. |
| Feasibility | All data from long running data sources. | Data has been flowing for some time and data sources will continue. |
| Acceptability | Data shows decreasing percentages over the comparable periods and variation exists across breakdowns to allow for targeted intervention. | The indicator assesses performance that is attributable to or within the control of the audience.  The results of the indicator can be used to improve practice. |
| Risk | The survey questions may change from year to year so there is some risk that the question used to construct this indicator may be removed or changed. | Potential impact of survey question changes on long running trend data. |

**Summary:** Indicator to be renewed.

**NHS Digital Indicator Reference:**

NHS Outcomes Framework - 4a.i Patient experience of GP services

1. NHS Digital. NHS Outcomes Framework, Indicator Quality Statement, Domain 4. 4a.i Patient experience of primary care - GP services, Indicator reference: I00739. Version 1.7, November 2018 [↑](#footnote-ref-1)
2. Patient experience in adult NHS services: improving the experience of care for people using adult NHS services. Published 24 February 2012, <https://www.nice.org.uk/guidance/cg138> [↑](#footnote-ref-2)