

Healthwatch conference

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NHS England and NHS Improvement



<https://www.england.nhs.uk/ourwork/insight/insight-resources/>

Insight resources

We want to help providers and commissioners to understand the use of patient insight better and to use it effectively in delivering local services. Publications on this page are designed to help build understanding and skills in this area and we will add new topics over time.

Bite-size guides

Our series of short guides are produced regularly as a quick reference to a particular topic. If you want to suggest future topics for inclusion, please email: england.insight-queries@nhs.net.

- [Bite-size guide to 'seeking feedback in distressing or highly emotional situations'](#)
- [Bite-size guide to 'writing an effective questionnaire'](#)
- [Bite-size guide to 'building greater insight through qualitative research'](#)
- [Bite-size guide to 'helping people with a learning disability to give feedback'. An easy read companion to this guide is available.](#)
- [Bite-size guide to 'how and when to commission new insight and feedback'](#)
- [Bite-size guide to 'what's already available'](#)
- [Bite-size guide to 'Patient Reported Outcome Measures \(PROMS\)'](#)

To contact us with a question or to join our NHS Insight Network:
england.insight-queries@nhs.net



National surveys	Data levels	Notes
GP Patient Survey	National, CCG, GP practice, PCN, ICS	Annual, very large sample size Lots of information about support for long-term conditions and frailty – last results out July 21 .
Cancer Patient Experience Survey (adult)	National, Trust, Cancer Alliance, CCG	Annual – next results coming Nov 21 (but not national; participating trusts at trust level only)
U16 Cancer Patient Experience Survey	National, Trust, Cancer Alliance	Annual – first results coming October 21
NHS Staff Survey	National, organisational	Annual – 2020 results published March 21
Adult Inpatient Survey	National, Trust	Annual – next publication October 21
Children and Young Person's Inpatient Survey	National, Trust	Every 2 years – next publication Dec 21
Emergency Department Survey	National, Trust	Every 2 years – last results out Sep 21
Maternity Services Survey	National, Trust	Annual – next publication Jan 22
Community Mental Health Survey	National, Trust	Annual – next publication Nov 21
Patient Reported Outcome Measures (PROMs)	National, Trust	Annual final dataset, published February; Shows health gain for hip and knee replacements. Feb 21 publication was results for 19/20
Adult Social Care Survey & Survey of Adult Carers in England	National, Local Authority	Annual

GP PATIENT SURVEY

**South West London Health & Care
Partnership STP**

Latest survey results

2019 publication

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Social Research Institute

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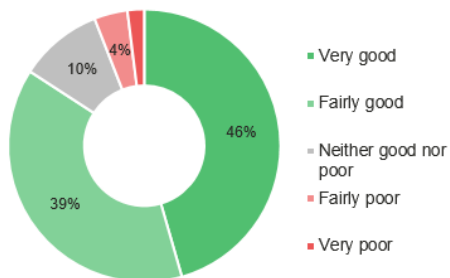
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Overall experience of GP practice

Q31. Overall, how would you describe your experience of your GP practice?

STP's results



STP's results over time



Comparison of results

STP	National
85%	83%
Good	Good
5%	6%
Poor	Poor

Base: All those completing a questionnaire: National (760,037); STP 2019 (20,166); STP 2018 (19,583)

%Good = %Very good + %Fairly good
 %Poor = %Very poor + %Fairly poor

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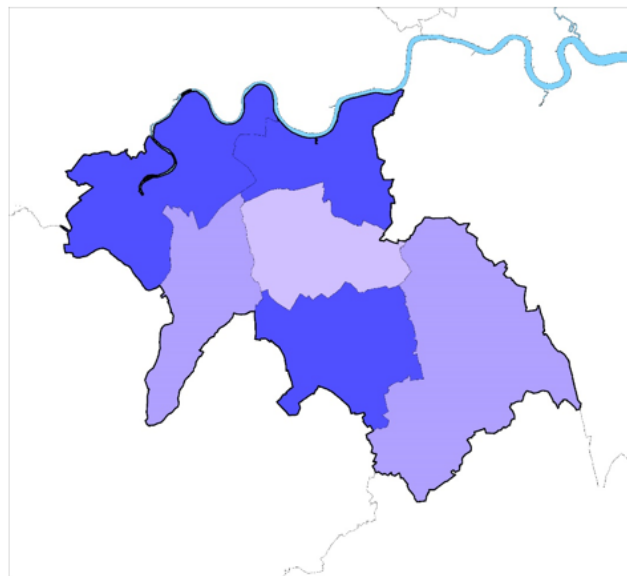
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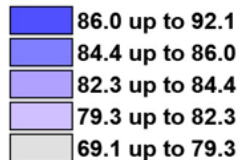
Overall experience: how the STP's CCGs compare

Q31. Overall, how would you describe your experience of your GP practice?

Percentage of patients saying 'good'



Overall experience of GP practice
% Good



CCG results range from

81%
to
88%

Comparisons are indicative only: differences may not be statistically significant

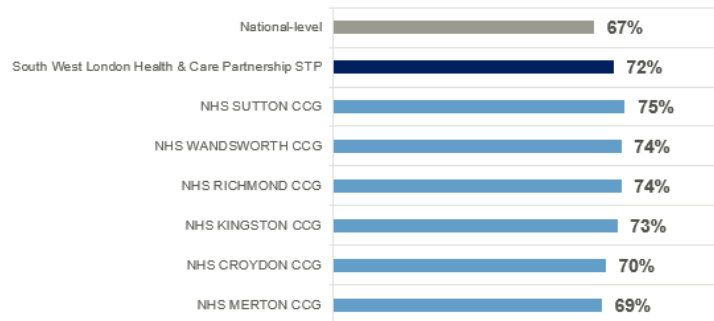
Base: All those completing a questionnaire: CCG bases range from 2,377 to 5,393

%Good = %Very good + %Fairly good

Overall experience of making an appointment: how the CCGs within the STP compare



Q22. Overall, how would you describe your experience of making an appointment?



2019		2018
67%	▼ 2	69%
72%	---	72%
75%	▼ 1	76%
74%	▼ 1	75%
74%	---	74%
73%	▲ 2	71%
70%	▼ 1	71%
69%	▲ 2	67%

Comparisons are indicative only: differences may not be statistically significant

Base: All those completing a questionnaire: National 2019 (705,310); 2018 (693,912); STP 2019 (18,877); 2018 (18,203); CCG bases range from: 2,244 to 5,018 (2019); 2,062 to 5,183 (2018)

%Good = %Very good + %Fairly good

Shared responsibility – experience along a pathway

My original diagnosis was delayed by my GP as he mistook a 60-year-old, post-menopausal woman showing blood in her urine for a urine infection, giving antibiotics over a 5-month period, before hospital referral.

Now I am palliative and have a limited time with my 26-year-old son who is a talented musician/composer. I will not see any future grandchildren, go to his wedding, etc. Angry is not the word. Educate GPs who prefer staring at computer screens than the whole person. First, do no harm.

www.england.nhs.uk

I had breast cancer for the first time 10 years ago. When I asked about the risk to my daughter, the oncologist recommended that she see GP at age 30 and request to go on breast screening programme. He laughed and dismissed the idea. Two years later (the day I finished radiotherapy) she was diagnosed with a grade 3 aggressive breast tumour which didn't respond to chemotherapy, and now needs a mastectomy. I think an oncologist's view such as this should be put in writing to relevant GPs to avoid such dismissal of young people who are at risk to help avoid this. If my daughter had a mammogram two years ago, maybe this large tumour may have been caught before this end result for a young woman.



Building strong integrated care systems everywhere

ICS implementation guidance on working with people and communities

NHS England and NHS Improvement may update or supplement this document during 2021/22. Elements of this guidance are subject to change until the legislation passes through Parliament and receives Royal Assent. We also welcome feedback from system and stakeholders to help us continually improve our guidance and learn from implementation. The latest versions of all NHS England and NHS Improvement guidance relating to the development of ICSs can be found at [ICS guidance](#).

Version 1, 2 September 2021

ICS – working with people and communities

NHS England and NHS Improvement



The King's Fund > Ideas that change
health and care

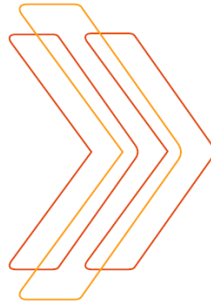
 Picker

Understanding integration

How to listen to and learn from
people and communities

Clair Thorstensen-Woll
Dan Wellings
Helen Crump
Chris Graham

July 2021

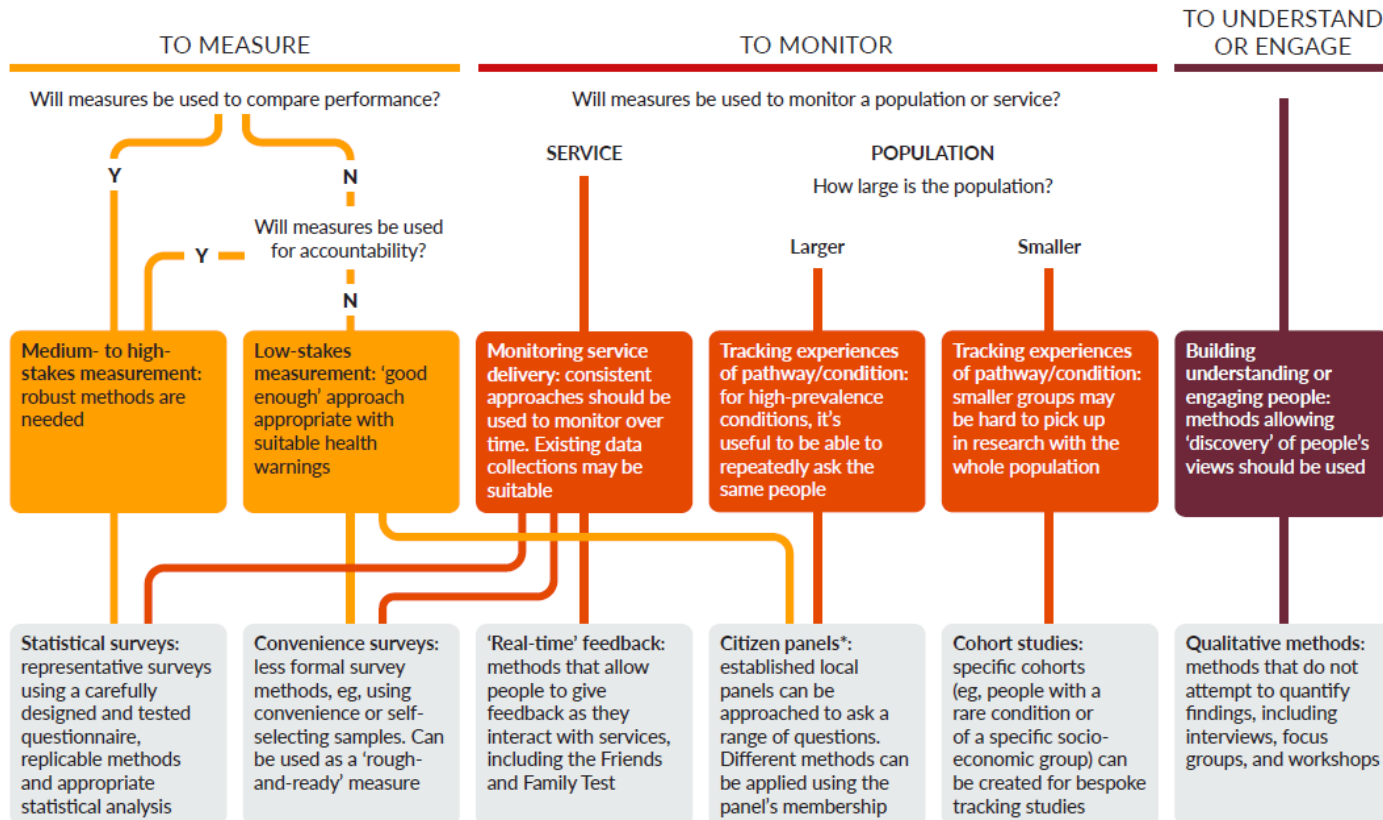


Understanding Integration: How to learn from people and communities

NHS England and NHS Improvement



Which approaches are most appropriate and when?



* for more information on setting up and using a citizen panel contact england.systempartnerships@nhs.net



Thank you

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