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| Meeting of East Renfrewshire Health and Social Care Partnership | Integration Joint Board |
| Held on | 14 August 2024 |
| Agenda Item | 8 |
| Title | Primary Care in the Scottish Health and Care Experience (HACE) survey 2024 - Summary of East Renfrewshire responses |
| <p>Summary</p> <p>This report provides a summary of East Renfrewshire residents' feedback from the Scottish Health and Care Experience (HACE) survey 2024, specifically in relation to primary care.</p> | |
| Presented by | Dr Claire Fisher, Clinical Director |
| <p>Action Required</p> <p>The Integration Joint Board is asked to note the report.</p> | |
| <p>Directions</p> <p><input checked="" type="checkbox"/> No Directions Required</p> <p><input type="checkbox"/> Directions to East Renfrewshire Council (ERC)</p> <p><input type="checkbox"/> Directions to NHS Greater Glasgow and Clyde (NHSGGC)</p> <p><input type="checkbox"/> Directions to both ERC and NHSGGC</p> | <p>Implications</p> <p><input type="checkbox"/> Finance</p> <p><input type="checkbox"/> Policy</p> <p><input type="checkbox"/> Workforce</p> <p><input type="checkbox"/> Equalities</p> <p><input type="checkbox"/> Risk</p> <p><input type="checkbox"/> Legal</p> <p><input type="checkbox"/> Infrastructure</p> <p><input type="checkbox"/> Fairer Scotland Duty</p> |

EAST RENFREWSHIRE INTEGRATION JOINT BOARD

14 August 2024

Report by Chief Officer

**PRIMARY CARE IN THE
SCOTTISH HEALTH AND CARE EXPERIENCE (HACE) SURVEY 2024 –
SUMMARY OF EAST RENFREWSHIRE RESPONSES**

PURPOSE OF REPORT

1. The purpose of this report is to share the feedback of East Renfrewshire residents from the Scottish Health and Care Experience (HACE) survey 2024, specifically in relation to primary care.

RECOMMENDATION

2. The Integration Joint Board is asked to note the report.

BACKGROUND

3. The Scottish Health and Care Experience (HACE) survey is a postal survey which is sent to a random sample of people aged 17 years or older who are registered with a General Practice (GP) in Scotland. The survey, successor to the GP and Local NHS Services Patient Experience Survey, has been run every two years since 2009. The most recent survey questionnaires were sent out in October and November 2023 asking about people's experiences during the previous 12 months.
4. The HACE survey covers five areas of health and care experience:
 - Your General Practice
 - Treatment or advice from your General Practice
 - Out of hours healthcare
 - Care, support and help with everyday living
 - Caring responsibilities
5. The results are reported at a national level, supplemented with publicly available dashboards allowing analysis at NHS Board, Health and Social Care Partnership, GP Cluster and GP Practice level.
6. Seven interactive dashboards are available and present the results from the 2024 survey along with time trends for all surveys since 2016, where questions are comparable. These online dashboards can be accessed on the [Public Health Scotland](#) website.

7. Results at all levels of reporting are weighted to provide results which are more representative of the population. Details of the weighting methodology is also available using the link above.
8. Results from local areas were compared to Scotland and the results from the 2024 survey were compared to the 2022 survey at national, NHS board and HSCP level where the same question was asked in both surveys.
9. This summary aims to highlight key findings from the responses received by East Renfrewshire residents for the General Practice element of the HACE survey.

REPORT

Response Rates and Demographics

10. A total of 526,758 surveys were sent out across Scotland with 8,457 being sent to residents of East Renfrewshire.
11. The 21% response rate from East Renfrewshire compares favourably with the national average of 20%.
12. The response rate for our NHS Greater Glasgow and Clyde Board area was 15%.
13. The response rate across the three GP Clusters in East Renfrewshire varies from 18% to 25%.

| Response Rate | ER HSCP | (EW1) | (EW2) | (Levern) | GGC | Scotland |
|----------------------|----------------|--------------|--------------|-----------------|------------|-----------------|
| Number of Responses | 1,785 | (735) | (570) | (480) | 25,964 | 107,538 |
| Sample Size | 8,457 | (2,935) | (2,852) | (2,670) | 173,056 | 526,758 |
| Response rate | 21% | (25%) | (20%) | (18%) | 15% | 20% |

Table above shows the responses rates across ER HSCP, ER GP Clusters, GGC and Scotland.

14. 43% of East Renfrewshire respondents were male and 57% female which reflects the pattern nationally and across GGC.
15. 47% of the respondents from East Renfrewshire were people aged over 65 years. This compares favourably with 46% of all respondents across Scotland and slightly higher than that of GGC (40%).

Summary of Key Results in East Renfrewshire

16. Out of the 1,785 responses, 75% gave a positive rating to the 'overall care provided by a GP practice'.
17. The East Renfrewshire percentage is higher than both the Scotland average of 69% and GGC average of 70%.
18. The positive rating to the 'overall care provided by a GP Practice' is also 5% higher than the 2022 survey (70%).

19. When asked 'how easy it was to contact your GP Practice in the way that you want' in East Renfrewshire, 82% gave a positive rating compared to 76% in Scotland and 78% in GGC.
20. The positive rating for contacting the GP Practices saw variation across our GP Clusters with EW1 (85%), EW2 (73%) and Lavern (84)% respectively.
21. 75% of respondents were 'happy with the opening times of their GP Practice' with 17% being unhappy. 8% were unsure of the opening times.
22. Of their appointments, 66% of respondents said they were seen face to face by their GP and 34% received; a phone call (30%), home visit, email / instant messaging, and e-consult or no appointment (4%).
23. 84% of respondents were happy with the appointment they were offered.
24. Of the most positive results received for General Practice:
 - a. 93% understood the information they were given
 - b. 91% felt that they were able to answer questions if they wanted to
 - c. 90% felt that they were listened to
 - d. 89% felt that they were treated with dignity and respect
25. Of the most negative results received for General Practice:
 - a. 68% were able to make an appointment with their doctor three or more days in advance
 - b. 45% felt that they were able to make arrangement to see a Mental Health Practitioner at their practice.
26. Full details and comparisons of the responses to each section of the HACE survey are provided through the dashboard, accessed on the [Public Health Scotland](#) website.

CONSULTATION AND PARTNERSHIP WORKING

27. We continue to engage locally and across GGC where appropriate to improve local and board intelligence of access and patient experience of General Practice.
28. Health Improvement Scotland (HIS) and Public Health Scotland (PHS) have developed national programmes to support intelligence / data platforms to direct short and long term transformation of General Practice through a whole system approach. Locally we engage and contribute to these national programmes.
29. There has been significant engagement with people accessing our GP Practice services in East Renfrewshire during the development of the new NHS GGC Primary Care Strategy. We will continue to engage as the Primary Care Strategy Implementation Plan develops and 'improving access to Primary Care' has been identified as one of the key strategic priorities.

IMPLICATIONS OF THE PROPOSALS

30. There are no implications to finance, workforce, infrastructure, risk, equalities, policy, legal or Fairer Scotland Duty.

DIRECTIONS

31. There are no directions arising from this report.

CONCLUSIONS

32. Respondents from East Renfrewshire generally rated their experience of Primary Care / General Practice more positively or the same as the 2022 survey.
33. Responses from East Renfrewshire, rating the experience of health and social care, were generally equal to or more positive than the Scottish and GGC average.
34. GPs and General Practice teams had to adapt their ways of working both during and post pandemic to maintain a high level of service to patients to keep them safe. It is encouraging for East Renfrewshire HSCP to see our local GPs scoring so positively from this year's HACE survey of our resident's recent experiences of their local GP Practice.
35. Demand for GP services has increased over the past few years, with most practices reporting being busier than pre-pandemic. GPs and the new multidisciplinary practice teams will have to continue to work innovatively and change how care is delivered in order to overcome some of these challenges.

RECOMMENDATIONS

36. The Integration Joint Board is asked to note the report.

REPORT AUTHOR AND PERSON TO CONTACT

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30 July 2024

Chief Officer, IJB: Julie Murray

BACKGROUND PAPERS

Health and Care Experience Survey 2023/24: National Results

<https://www.gov.scot/binaries/content/documents/govscot/publications/statistics/2024/05/health-care-experience-survey-2023-24-national-results/documents/health-care-experience-survey-2023-24-national-results/health-care-experience-survey-2023-24-national-results/govscot%3Adocument/health-care-experience-survey-2023-24-national-results.pdf>

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