

Improving GP services - GP questionnaire (6 July 2017)

Q1 Which of the following best describes your current role? (Tick one only) Indicate your main role if you have more than one.

- GP partner (contractor/principal) (1)
- Salaried GP (2)
- GP trainee (3)
- Freelance GP locum (4)
- Retired (5)
- Out-of-hours GP (6)
- On a career break (7)
- Prison GP (8)
- Other (9)

Q2 [Salaried GPs only] Which best describes your current employment: Tick one only

- Employed by a single practice partnership (1)
- Employed by the CCG/Health Board/Health Trust (7)
- Employed by a multi-practice partnership (such as Hurley Group) (4)
- Employed by a corporate/limited company general practice (such as Virgin Care) (2)
- Employed elsewhere (Please type in) (3) _____

Q3 How many sessions do you work? Note: Please include only time worked as a GP.

- 8 or more sessions per week (1)
- 6 or 7 sessions per week (4)
- Fewer than 6 sessions per week (2)
- Other (Please type in) (3) _____

Q4 In which country do you work as a GP?

- England (1)
- Scotland (2)
- Wales (3)
- Northern Ireland (4)
- Other country (5)

Q5 Have you worked as a GP in the UK within the last 12 months?

- Yes (1)
- No (2)

Q6 Please type in the practice number of your current or most recent practice, within the UK. (If you don't know the practice number, tick 'Don't know'.)

- Practice number: (1) _____
- Don't know (2)

Q7 Please type in the name, city and full postcode of your current practice (in the UK):

Q8 How long have you worked at this practice?

- Less than 1 year (1)
- 1 year, less than 5 years (2)
- 5 years, less than 10 years (3)
- 10 years, less than 20 years (4)
- 20 years or more (5)

Q9 Including yourself, how many people work at the practice? Please type in the actual number of people, including people who work part-time, not full-time equivalents.

	Type in number (1)
GP partners (1)	
Salaried GPs (2)	
GP trainees (3)	
Practice nurses (4)	
Practice managers (5)	

Q10 What is the main contractual arrangement for this practice?

- General Medical Services (1) [All]
- Personal Medical Services (2) [England, Northern Ireland and Wales]
- Alternative Provider Medical Services (3) [England, Northern Ireland and Wales]
- Section 17c (2) [Scotland Only]
- Health Board 2c (3) [Scotland Only]
- Health Board (3) [Wales Only]
- Health Trust (4) [Northern Ireland Only]
- No NHS contract (4)
- Don't know (5)

Q11 What is the approximate size of the patient list at your practice?

- Under 2,000 patients (1)
- 2,000 to under 5,000 patients (2)
- 5,000 to under 10,000 patients (3)
- 10,000 to under 20,000 patients (4)
- 20,000 patients or more (5)

Q12 In what type of area is the practice located?

- Inner city (1)
- Other urban (2)
- Urban - rural mix (3)
- Rural (4)
- Isolated rural (5)

The next set of questions are about improving the care and services provided to patients in your current general practice. We are asking about activities undertaken by yourself and other members of the practice to improve care and services in the practice as a whole. We are not asking about improving your own individual clinical skills. When answering the

questions, please think about the last 12 months, that is the period from 6 Jul 2016 to 6 Jul 2017.

Q13 Is there a nominated person within your practice who is responsible for leading activities on improving patient care and services? Tick one only

- I am (1)
- Another GP (2)
- Nurse (3)
- Practice Manager (4)
- Another person (Please type in) (5) _____
- No single person; varies depending on the activity (6)
- Don't know (7)

Q14 [England Only] Is your practice: (Tick one only)

- part of a federation with other practices (7)
- a super-partnership within one region (2)
- part of a national multi-practice organisation (such as Hurley Group, Virgin Health) (4)
- contracted with or part of an NHS hospital trust (3)
- a separate entity not linked with any other practices (5)
- in some other arrangement (Please type in) (6) _____

Q15 How involved are the following members of your practice in activities that aim to improve care and services to patients?

	Very involved (1)	Somewhat involved (2)	Not very involved (3)	Not involved at all (4)	Don't know / Not applicable (5)
GP partners (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Salaried GPs (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GP trainees (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practice nurses (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other clinical staff (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practice managers (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative staff (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q16 How does your practice become aware of services or areas that may be in need of improvement? From the list below please pick the 3 most common ways

- Patient complaints (1)
- Significant event audits (2)
- Patient Participation Group/patient representatives (3)
- Data collected by our practice (4)
- Data fed back by national organisations/bodies (5)
- CCG, Health Board, Health Trust, federation, cluster (9)
- Clinical audit (6)
- Colleagues from outside the practice (7)
- Patient experience/satisfaction surveys (8)
- Discussion at practice meetings (10)
- Care Quality Commission (11)
- Other (Please type in) (12) _____
- Don't know (13)

Q17 Thinking of activities to improve patient care and services within your practice in the last 12 months, please tick whether you agree or disagree with the following statements.

	Strongly agree (1)	Somewhat agree (2)	Neither (3)	Somewhat disagree (4)	Strongly disagree (5)	Don't know / not applicable (6)
Our practice uses patient experience/satisfaction results as a way of identifying areas for improvement. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When deciding how to improve care or services, we look for best practice or evidence on what has worked elsewhere. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The GPs in our practice are able to manage the changes needed to improve the quality of care and services provided. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our Practice Manager plays an important role in setting priorities for improving the services we provide. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our practice is continually looking for ways to improve the care and services we provide. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our practice has the right mix of skills to meet the demands of our patients. (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our practice has all the resources it needs to improve the quality of the care and services we provide, (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy for me to bring forward ideas to improve services in our practice. (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

It is easy for me to participate in projects that aim to improve patient care and services in our practice. (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preparing for the Care Quality Commission inspection helped us identify areas for improvement. (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Care Quality Commission inspection report helped us identify areas for improvement. (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q18 Does your practice hold regular team meetings which include all types of staff?

- Yes (1)
- No (2)

Q19 How often are these regular meetings?

- More than once a week (1)
- Once a week (2)
- Once a fortnight (3)
- Once a month (4)
- Less often (5)
- Frequency varies (6)
- Don't know (7)

Q20 To what extent have the following made it more difficult for your practice to improve patient care or services in the last 12 months?

	Much more difficult (1)	Somewhat more difficult (2)	No more difficult (3)	Don't know/ Not applicable (4)
Too many demands from NHS agencies. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not all practice GPs being fully engaged with improving care and services. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not all non-clinical staff being fully engaged with improving care and services. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical staff shortages. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-clinical staff shortages. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High level of patient demand. (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not having the right skill mix in our practice to plan for or manage change. (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not having enough data or insufficient types of data. (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of skills to manage or analyse data. (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication problems within practice. (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of interest in improvement issues within practice. (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q21 Has anything not covered in the list above made it more difficult for your practice to improve patient care or services in the last 12 months? Please type your answer here:

Q22 How helpful have the following been to your practice in identifying, planning for, or implementing improvements in patient care or services in the last 12 months?

	Very helpful (1)	Fairly helpful (2)	Not helpful (3)	Don't know/Not applicable (4)
Good clinical leadership. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial support from NHS agencies. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other types of support from external organisations. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An active Patient Participation Group. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protected time to plan and work on improvements in care and services. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working well together as a team. (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Routine monitoring of the care and services we provide. (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A wide range of information available to evaluate our services. (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical staff have the skills needed to assess service quality. (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-clinical staff have the skills needed to assess service quality. (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical staff being trained in how to improve care and services. (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Non-clinical staff being trained in how to improve care and services. (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Q23 Has anything not covered in the list above helped your practice identify, plan for, or implement improvements in patient care or services in the last 12 months. Please type your answer here:

Q24 How much protected time, within your practice, do you have to participate in activities that aim to improve patient care and services? Please move the slider to indicate the number of protected hours per month

_____ Protected hours per month (1)

Q25 Which external organisation do you think should be primarily responsible for holding general practice to account for the quality of care and services it provides to patients? (Tick one only) [England]

- Clinical Commissioning Group (1)
- NHS England (2)
- Care Quality Commission (3)
- NHS Improvement (4)
- Department of Health (8)
- RCGP (12)
- GMC (17)
- Patient group (18)
- Local peer accountability (e.g. federation, cluster) (19)
- Local Medical Committee (LMC) (13)
- Other (Please type in) (5) _____
- No external organisation should hold general practices to account (7)
- Don't know (6)

[Scotland]

- Health Board (1)
- NHS Scotland (2)
- Healthcare Improvement Scotland (4)
- Health and Social Care Partnership/ Joint Integration Board (7)
- Scottish government (3)
- RCGP (9)
- GMC (14)
- Patient group (15)
- Local peer accountability (e.g. federation, cluster) (16)
- Local Medical Committee (LMC) (10)
- Other (Please type in) (5) _____
- No external organisation should hold general practices to account (6)
- Don't know (8)

[Wales]

- Local Health Board (1)
- Welsh government (5)
- Public Health Wales (6)
- Healthcare Inspectorate Wales (7)
- RCGP (11)
- GMC (16)
- Patient group (17)
- Local peer accountability (e.g. federation, cluster) (18)
- Local Medical Committee (LMC) (12)
- Other (Please type in) (3) _____
- No external organisation should hold general practices to account (4)
- Don't know (2)

[Northern Ireland]

- Health and Social Care Trusts (1)
- Northern Ireland government (5)
- Health and Social Care Northern Ireland (7)
- Integrated Care Partnerships (8)
- Regulation and Quality Improvement Authority (9)
- RCGP (13)
- GMC (18)
- Patient group (19)
- Local peer accountability (e.g. federation, cluster) (20)
- Local Medical Committee (LMC) (14)
- Other (Please type in) (3) _____
- No external organisation should hold general practices to account (4)
- Don't know (2)

Q26 How would you rate the quality of care and services your practice provides today, compared with what you think it should be?

- Well below my expectations (1)
- Below my expectations (2)
- Meets my expectations (3)
- Above my expectations (4)
- Well above my expectations (5)

Q27 Has your practice undertaken any activities to improve patient care or services in any of the following areas in the last 12 months? Tick all that apply. This includes activities being planned as well as being implemented.

- Access (1)
- Prescribing (2)
- Chronic disease management (3)
- Acute care management (4)
- Interface with secondary services (5)
- Investigations (6)
- Patient involvement (7)
- Patient self-management (8)
- Practice management (9)
- Health promotion/prevention (10)
- End of life care (11)
- Interface with social care (15)
- Collaborating with other local practices (12)
- Other (Please type in) (13) _____
- None of these (14)

Q28 What do you consider the top priority for improving patient care in your practice over the next 12 months? [Free text answer]

The next set of questions are about different methods and tools that can be used to help improve services.

Q29 Which, if any, of the following methods, tools or training initiatives designed to help improve patient care and services have you heard of? (Tick all that apply)

- Audit (1)
- Significant event audit (2)
- Process mapping (3)
- Plan Do Study Act cycles (4)
- Model for improvement (5)
- Run charts (6)
- Change management (7)
- RCGP Quality Improvement for general practice guide (2015) (8)
- RCGP Quality Improvement ready programme (2017) (9)
- Root cause analysis (10)
- Other (Please type in) (11) _____
- I have not heard of any of these (12)

Q30 Which of these methods, tools or training initiatives have you used to help improve patient care and services? (Tick all that you have used)

- None of the below (1)
- Audit (2)
- Significant event audit (3)
- Process mapping (4)
- Plan Do Study Act cycles (5)
- Model for improvement (6)
- Run charts (7)
- Change management (8)
- RCGP Quality Improvement for general practice guide (2015) (9)
- RCGP Quality Improvement ready programme (2017) (10)
- Root cause analysis (11)
- Other (Please type in) (12) _____
- I have not heard of any of these (13)

Q31 Which of these methods, tools or training initiatives did you find useful? (Tick all that you found useful) [Each respondent only saw the ones ticked in the previous question.]

- None were useful (1)
- None of the below (2)
- Audit (3)
- Significant event audit (4)
- Process mapping (5)
- Plan Do Study Act cycles (6)
- Model for improvement (7)
- Run charts (8)
- Change management (9)
- RCGP Quality Improvement for general practice guide (2015) (10)
- RCGP Quality Improvement ready programme (2017) (11)
- Root cause analysis (12)

Q32 Have you been trained in (the tools which were selected in Qu49)? (Tick all that apply)

- Audit (2)
- Significant event audit (3)
- Process mapping (4)
- Plan Do Study Act cycles (5)
- Model for improvement (6)
- Run charts (7)
- Change management (8)
- Root cause analysis (9)
- Don't know (1)
- Not trained in any of these (10)

Q33 Would you like to receive training in any of these methods, tools or initiatives? (Tick all that apply)

- Audit (2)
- Significant event audit (3)
- Process mapping (4)
- Plan Do Study Act cycles (5)
- Model for improvement (6)
- Run charts (7)
- Change management (8)
- Root cause analysis (9)
- Other (Please type in) (10) _____
- Don't know (11)
- Not interested in training in any of these (1)

Q34 What are your preferred methods of receiving training for quality improvement? Please choose up to 3 methods

- Workshops (1)
- In-practice training (2)
- On-line learning (for example, webinars or e-learning) (3)
- Printed materials (4)
- One-to-one via a peer (5)
- One-to-one via a senior colleague/mentor (6)
- Informal networking opportunity (7)
- Other (Please type in) (8) _____
- No preference in training methods (9)
- I am not interested in receiving training in quality improvement (10)

Finally, a few questions about yourself.

Q35 What is your gender?

- Female (1)
- Male (2)
- Do not identify with either (3)
- Prefer not to say (4)

Q36 To which age group do you belong?

- Under 30 years (1)
- 30-39 (2)
- 40-49 (3)
- 50-59 (4)
- 60+ (5)

Q37 For how long have you been qualified as a GP?

- Less than 1 year (1)
- 1 year, less than 3 years (2)
- 3 years, less than 5 years (3)
- 5 years, less than 10 years (4)
- 10 years, less than 15 years (5)
- 15 years or more (6)

Q38 In which country did you qualify as a GP?

- England (1)
- Scotland (2)
- Wales (3)
- Northern Ireland (4)
- Another country in the European Union (5)
- A country outside the European Union (6)

Q39 To which of these groups do you belong? Tick one only

- White English/Scottish/Welsh/Northern Irish/British (1)
- White Other (2)
- Mixed/Multiple ethnic groups (3)
- Asian/Asian British (4)
- Black/African/Caribbean/Black British (5)
- Other ethnic group (6)
- Prefer not to say (7)

Q40 Do you have any longstanding illness, disability or infirmity? By longstanding, we mean anything that has troubled you over a period of time or is likely to affect you over a period of time.

- Yes (1)
- No (2)

Q41 Please type in any other comments you would like to make about improving the quality of care and services in general practice.