GREATER NORTH KENT

Access to Primary Care in North Kent:

An analysis by Greater North Kent of the GP Patient Survey 2021

April 2022

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Foreword

As Councils representing residents in North Kent, we get a lot of feedback from our constituents about their experience of accessing services, both those provided by our authorities and by other bodies. These include healthcare organisations such as hospitals and GP surgeries. So we welcome the annual NHS GP Patient Survey that provides insight into what our residents think of Primary Care services – both those available through GP practices and elsewhere including online.

We've taken a closer look at the 2021 Patient Survey to see what it tells us about the situation in North Kent. The headline message from our analysis of the NHS GP Patient Survey is that on virtually every measure relating to access to primary care the reported experience of North Kent patients is below, sometimes well below, the national average, and they are less satisfied with the care they are receiving.

We are very mindful that this survey was conducted at the peak of the Covid-19 pandemic, when GP practices were hit by rapidly changing guidance and restrictions as local and national lockdowns took effect. Even so, the results from this survey showed some worrying variation in patients' experiences. For instance, in some practices in North Kent 98% of patients found it easy to get through to their GP practice by phone, whereas in others it was the lowest in the country at 9%. Similarly, in some practices 85% of patients were able to see their preferred GP – still below the 95% found elsewhere – whilst others were the lowest in the country at 3%. Up to 30% of patients reported a poor overall experience, and as few as 52% reported a good experience.

This report is not in any way intended as an attack on GPs nor on any of the staff working in GP practices or the NHS more generally. We are fully alive to the healthcare challenges in Kent and Medway both before the Covid-19 pandemic and how those challenges have increased over the past two years. There will of course be places in England where the situation is worse. And access is only one part of the story: the key issue is around patient outcomes. But we make no apology for highlighting the picture this survey reveals about North Kent, our determination to see things improve for our residents and our desire to play a constructive role in that process.

We hope this report will prompt useful conversations to explore how primary care services – not just access, but outcomes – can be improved for North Kent patients and how we can work with the NHS at all levels to help bring positive change.

Cllr Jeremy Kite MBE Leader, Dartford Borough Council	*Cllr John Burden* Leader, Gravesham Borough Council	*Cllr Roger Gough* Leader, Kent County Council
Cllr David Burton Leader, Maidstone Borough Council	*Cllr Alan Jarrett* Leader, Medway Council	*Cllr Roger Truelove* Leader, Swale Borough Council

April 2022

Summary

- 76% of North Kent (NK) patients rated their experience of their GP practice as good compared with 83% in England. This 7% difference in experience is a cause for concern.
- NK patients overall gave a lower rating to their experience of healthcare professionals in 2020/21 than England as a whole.
- NK patients' experience in terms of ease of getting through to their GP practices by phone, and getting appointments of their choice (and rating of the process), were generally poorer than for England as a whole. Overall only 61% reported a good experience of making appointments compared with 71% in England.
- There is wide disparity of results: certain practices feature regularly at either end of the scale in terms of levels of patient satisfaction.
- Levels of satisfaction do not particularly correlate with levels of GP provision per head of population.
- Results need to be seen in context, taking account of demographic, economic and social characteristics including relative deprivation. But, regardless of context, Primary Care Networks could look at factors that may underpin higher satisfaction ratings and play a role in encouraging transfer of good practice.
- NK patients seem to have explored, or been offered, fewer alternative courses of action where they could not get an appointment (either at all or of their choice) – except where their GP practice was actually closed. This could reflect either lower awareness of options or fewer options realistically being available.
- When their GP practices were closed, NK patients seem overall to have a less positive experience of the alternative NHS services available than England as a whole.
- Relatively low use of online resources in NK might indicate a lower level of trust in the information and services available online, but it could also indicate higher than average levels of digital exclusion. Investigating interventions to improve access to services might usefully explore ways of improving digital inclusion generally, possibly with particular targeted areas or population groups.
- Reported availability or signposting of mental health support services was very patchy.
- When questioned about their health, a higher percentage of respondents in Swale stood out as having one or more long-term health condition (58% compared with 52% in England and 53% in NK).
- Where patients have agreed a plan with healthcare professionals to help them manage long-term health conditions, 95% have found these helpful (across England and in NK). But 10% fewer NK patients seem to have such plans in place than the England average. Greater use of such plans in North Kent could help more people manage their long-term conditions better.
- Compared with the England average, more patients in Swale and fewer in Maidstone reported that they or a member of their household were shielding because of vulnerability to Covid-19. But amongst reasons given for avoiding making a GP appointment, worry about the risk of catching Covid-19 was lowest in Maidstone (15% of responses) but highest in Gravesham (20%).

Introduction

About Greater North Kent

1. *Greater North Kent* is the collective voice for an alliance of local authorities – Dartford, Gravesham, Maidstone, Medway and Swale. Formalized in 2021, Greater North Kent looks to make positive, constructive and evidence-based contributions towards solutions that will promote greater prosperity, opportunity and quality of life in North Kent. Our work programme reflects an initial suite of priorities:

    - Raising the **skills** of the resident workforce and strengthening the skills 'pipeline' of people entering the jobs market.
    - Improving residents' physical and mental **health and wellbeing**.
    - **Culture and creativity**: enhancing the opportunities for creative enterprises to locate and thrive in North Kent and building positive perceptions of the area through its cultural offer and social cohesion.
    - Sustainable place-making supported by high quality **infrastructure** that addresses existing needs as well as jobs- and infrastructure-led growth.
    - Ensuring that actions in pursuit of these priorities help respond to the **climate emergency and contribute towards achievement of net zero carbon.**

2. This report is the first from our Health and Wellbeing work stream, looking at North Kent residents' experience of access to Primary Care and taking as its basis the NHS GP Patient Survey 2021.

The NHS GP Patient Survey

3. The NHS GP Patient Survey was carried out by Ipsos Mori during January to April 2021and the results published in July 2021. The reports and data are available via https://www.gp-patient.co.uk/surveysandreports. Results are reported at national, Clinical Commissioning Group (CCG) and General Practice (GP) practice levels. The questionnaire[1] included up to 61 questions covering patients' experience of GP services. The NHS site also offers an analysis to compare results with previous years' surveys[2]; but there are also aspects of the 2021 survey which differ from previous years in order to try and capture how the Covid-19 pandemic may have affected patients' experience during 2020-21[3]. Nationally, over 2.4 million questionnaires were issued and over 850,000 completed questionnaires returned, a response rate of 35%. For North Kent[4] the figures were nearly 33,000 questionnaires issued and nearly 12,600 returned, a response rate of 38%.

Approach to GNK analysis

4. The GNK area straddles all four Health & Care Partnership (HCP)[5] areas in the Kent & Medway Clinical Commissioning Group (K&M CCG):

    - In the case of East Kent HCP this is limited to just two GP practices in Faversham;
    - All remaining practices in Swale and in Medway are covered by the Medway and Swale HCP;
    - Maidstone's GP practices are mostly in West Kent HCP; and

[1] https://www.gp-patient.co.uk/downloads/2021/qandletter/GPPS_2021_Questionnaire_PUBLIC.pdf
[2] No comparisons have been made with previous years for the purposes of this report.
[3] It should be noted that this survey was undertaken during the height of the COVID-19 pandemic and associated lock down restrictions. On 5th March 2020 (i.e. the previous year) NHS England contacted all General Practices and advised them to stop online bookings for face to face appointments and switch to a telephone-only triage system. This was to avoid infected patients going to practices without warning. Practices subsequently had to triage all patients moving as much care as possible online, before an appointment could be made. Later as vaccines became available, they were also asked to prioritize undertaking COVID-19 specific work (vaccination programme). It is likely these measures will have influenced patients' experiences; but although COVID-19 impacts varied both in timing and severity in different areas, including the spread of different variants, these effects were nationwide and therefore Kent & Medway are not treated differently in either the survey or for the purpose of this analysis.
[4] North Kent comprises the Kent districts of Dartford, Gravesham, Maidstone and Swale, plus Medway Unitary Authority. This is also frequently referred to in this report as the GNK area.
[5] Formerly called Integrated Care Partnerships, ICPs.

- Dartford, Gravesend and Swanley HCP covers the practices located in Dartford and Gravesham (the remainder being in Sevenoaks). Analysis based on HCP areas is therefore potentially distorted by the predominant characteristics of areas outside North Kent.

5. For the purposes of this analysis we have therefore taken an approach based on local authority areas. Data have been extracted for 96 GP practices with addresses in North Kent (patients at all surgeries listed on the CCG website appear to have participated and yielded sufficient results to be eligible for analysis)[6]. This is to enable comparison where appropriate with other local authority boundary-based data, but recognizes that it cuts across some Primary Care Network boundaries and HCP boundaries (which are more porous anyway). It is recognized that patients on a GP practice list may live in a different local authority area than the location of the practice, mainly an issue where surgeries are close to boundaries. A list of the practices covered is at **Annex A**[7].

6. The numbers of participating practices are:

Table 1: Participating Practices

Area	GP Practices	Population (2019)[8]	Practices per 1000 Population	Total Patients (December 2021)	Total FTE GPs	Ratio of FTE GPs per 1000 patients[9]
Dartford	10	112,606	0.089	116,036	58.84	0.51
Gravesham	12	106,939	0.112	135,720	63.31	0.47
Maidstone	18	171,826	0.105	181,431	78.24	0.43
Medway	40	278,556	0.143	309,619	110.09	0.36
Swale	16	150,082	0.107	150,067	59.05	0.39
Greater North Kent	96	820,009	0.117	892,873	369.52	0.41
Kent & Medway	197	1,860,111	0.106	1,958,865	888.95	0.45

7. Table 1 shows that in terms of *number* of GP practices – not necessarily their distribution or the number of GPs and other medical practitioners operating from them – Dartford has significantly fewer practices relative to its population than the North Kent and Kent and Medway (K&M) average. However, based on NHS workforce data, the *ratio of full time equivalent GPs to patients* is lowest in Medway, closely followed by Swale and within North Kent is actually highest in Dartford. Note that the number of patients registered in December 2021 is nearly 100,000 higher than the estimated mid-2019 population[10].

8. The approach taken to this analysis has been to explore where responses (at local authority level) vary significantly from the North Kent, CCG and national rates. We have set a threshold of variance that is greater than 3 percentage points (plus/minus) from the comparators, which should eliminate most differences that are not statistically significant. It is recognized that totals and averages at local authority level will mask widely diverse results at individual practice level, and in some cases the more extreme results are found somewhere other than the authority with overall the highest or lowest average results on particular measures. In some (but not all) analyses we have therefore looked at individual practice-level results to see if any patterns emerge[11].

[6] The results use weighted data to account for differences between all patients at a practice and the sub-set of patients who actually take part in the survey. See http://www.gp-patient.co.uk/weighted-data for details.
[7] This reflects the GP practices extant at the time. There have been some practice closures and mergers since April 2021; and not all GP practices in North Kent are aligned with a Primary Care Network, so the list does not fully align with the CCG website.
[8] Mid-year Population Estimates, ONS/NOMIS
[9] https://digital.nhs.uk/data-and-information/publications/statistical/general-and-personal-medical-services/31-december-2021.
[10] Patients registered with a GP are not necessarily resident in the area where the practice is located, hence there is a considerable difference between the total of patient lists in North Kent practices and the estimated local population.
[11] Because of the questionnaire's structure and options, it follows that not all respondents will have answered every question (and could opt not to do so anyway).

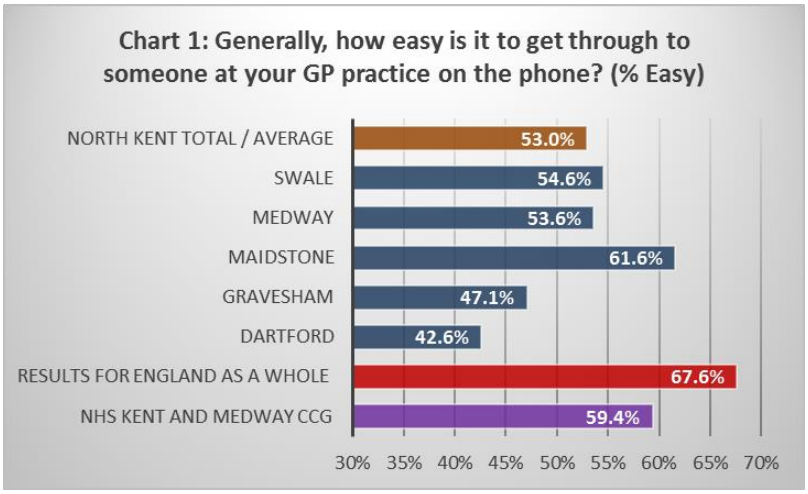
The survey results in North Kent

9. The sub-sections below (A to H) are based on the structure of the survey and tabulation of results. Our analysis does not cover every question in the survey, having regard to the threshold test outlined in paragraph 8.

10. As a starting point, the survey response rate nationally was 35% and for the K&M CCG it was 41%. The North Kent average was 38%, so marginally above the national rate but below the CCG. But the rate for Gravesham was significantly lower (32%) and Maidstone significantly higher (46%). As overall response rates, these are respectable. The higher rate in Maidstone obviously offers a richer and probably finer-grained reflection of patients' experience. On questions offering many options the numbers responding on each at individual practice level may be low, but aggregated to local authority level the results should be reasonably robust.

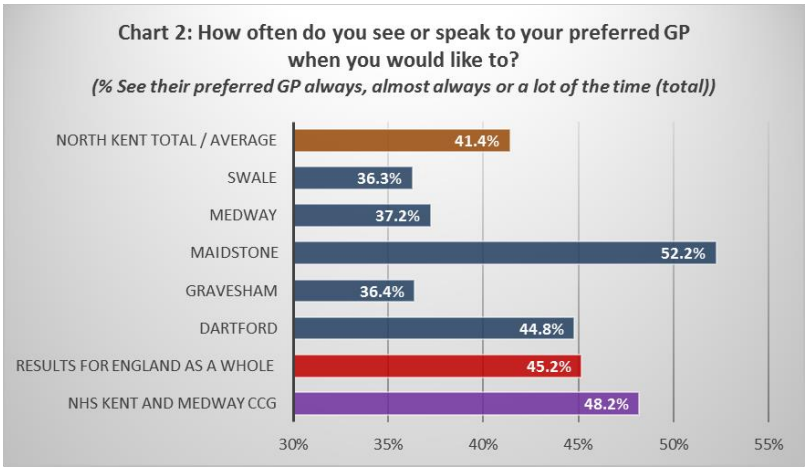
A. Your local GP services

11. **North Kent patients' experience on average generally scores less well than the England results. Getting through by phone is markedly worse (-15%) than the national average.**



12. North Kent patients have made less use of websites, apps or other online means (10% compared with 14% in England) to make appointments. Across North Kent only 68% found their GP practice's website easy to navigate, compared with 75% nationally, which could indicate a combination of poor digital skills (higher levels of digital exclusion), low awareness and/or websites that are poor quality or not well promoted.

13. **There were also lower satisfaction rates across the piece about getting appointments at the times desired** and in three areas patients were much less likely to see their preferred GP (only in Maidstone, at 52%, was this more likely than the England average).



14. A rating of individual practices shows the very wide range of experience. On a few measures certain names seem regularly to have attracted low satisfaction ratings (e.g. Jubilee Medical Centre in Gravesham), but other practices vary more. For instance, Pump Lane Surgery (Medway) has the highest percentage of patients who haven't tried using their website, but are also the highest rated for offering appointments when people want them. **As a general point (reinforced in the other survey domains below) it illustrates potential for practices to learn from each other, but that needs to be approached with caution: we also need to understand more about the socio-economic conditions that different practices are operating in to see how far the approaches taken are transferrable.**

Table 2: Patient's experience of their local GP services (Survey Questions 1, 2, 4, 6, 8)

Question	*England*	*K&M CCG*	*Worse results than England*	*Highest rated practice*	*Lowest rate practice*
1. How easy to get through by phone [% Easy]	68%	59%	Dartford (43%) Gravesham (47%) Maidstone (62%) Medway (54%) Swale (55%)	Sutton Valence Group Practice, Maidstone (98%)	Jubilee Medical Centre, Gravesham (9%)
2. How helpful do you find the receptionists (% Helpful)	89%	88%	Gravesham (82%)	Langley, Maidstone (100%)	Medway Medical Centre (65%)
4. How easy is it to use your GP practice's website (% "Easy")	75%	72%	Dartford (68%) Gravesham (64%) Medway (66%) Swale (70%)	Riverside, Medway (95%)	Medway Medical Centre (35%)
4. How easy is it to use your GP practice's website (% "Haven't tried")	47%	51%	Dartford (54%) Gravesham (54%) Medway (57%), Swale (52%)	Newton Place Surgery, Swale (28%)	Pump Lane Surgery, Medway (81%)
6. How satisfied are you with the general practice appointment times that are available to you	67%	63%	Dartford (58%), Gravesham (56%), Maidstone (64%) Medway (56%), Swale (59%)	Pump Lane Surgery, Medway (92%)	Jubilee Medical Centre, Gravesham (31%)
8. How often do you see or speak to your preferred GP when you would like to? [% Always, mostly, a lot]	45%	48%	Gravesham (36%) Medway (38%) Swale (36%)	Thames Avenue Surgery, Medway (85%)	St Werburgh Surgery, Medway (3%)

B. Making an appointment

15. Generally results for when patients last tried to make appointments (question 9) were close to average. The slight outliers were a lower proportion of Medway patients seeking an appointment in the last 3 months (43% compared to 47% nationally) and a lower proportion of Dartford patients who last tried to make an appointment more than 12 months ago (15% compared with 18% nationally).

Actions before trying to get an appointment (Q10, out of 9 options)

Table 3: Actions before trying to get an appointment

Actions chosen	England	K&M CCG	North Kent
Used a non-NHS online service/information	14%	13%	Swale 11%
Spoke to a pharmacist	15%	16%	Dartford 18% Medway 19%

16. Overall North Kent patients' behaviours ahead of seeking a GP appointment are in line with national and K&M CCG scores (which never vary from each other more than 1% across all the options). But the greater recourse, in Dartford and Medway, to speaking to a pharmacist could reflect various factors:

- Trust in an accessible qualified medical professional, which potentially has a screening effect on whether or not a GP appointment is deemed appropriate;
- Preference for face-to-face advice rather than online or telephone (NHS or otherwise); and/or
- Accessibility of pharmacists near to either home or place of work.

17. On the last point, a higher proportion of Dartford residents work outside the borough than is characteristic in the rest of Kent, as well as importing a higher proportion of its workforce than the rest of Kent; but whilst Medway also exports a significant workforce the pattern is nearer to the K&M average. So consulting pharmacists may be easier for some people who do not work close to home. At the other end of the scale, Swale patients appear less likely to search for non-NHS online information or services.

Booking an appointment (Q12)

18. Compared with England as a whole (86%), patients in Dartford and Gravesham (90-91%) were **more likely to try to make an appointment by phone**; and Dartford, Gravesham and Medway patients were **less likely (8-9%) to try to book an appointment online** (England 14%). A higher proportion of Gravesham patients (14%) were not asked for any information about their reasons for making an appointment, whether by phone, online or other means (England 8%).

Choice of appointment offered (time, place, type of healthcare professional, Q14)

19. Across the piece, North Kent patients were **offered less choice** (51-64%, average 56%) about appointments than across England (69%), particularly a choice of time of day (30-38%, average 33% compared with 40% across England).

20. **A higher proportion of patients** in Gravesham, Medway and Swale (12-14%, England 8%) **reported not being offered an appointment.**

Satisfaction with the appointment(s), where offered (Q15)

21. With the exception of Maidstone, which was exactly average, North Kent patients were **less satisfied** (74-76%, England 82%) **with the appointments they were offered**; and even though less satisfied (20-21%, England 16%) still accepted the appointment. However, a higher rate of Gravesham patients overall reported not accepting an appointment (94% compared to 98% nationally). The results for Springhead Health were particularly low (59% satisfied, 82% accepted an appointment), though similarly low satisfaction rates were reported elsewhere (e.g. Thorndike Surgery and St Mary's Island Group, both in Medway, 59%).

Reasons for not getting an appointment (Q16, selected responses, ⇩ = worse experience, ⇧ = better ⇔ = neutral)

Table 4: reasons for not getting an appointment

Selected response	England	K&M CCG	North Kent
There weren't any appointments available for the time or day I wanted	22%	25%	⇩ Gravesham 30% ⇧ Maidstone 10%
I couldn't book ahead at my GP practice	17%	21%	⇩ Dartford 27% ⇩ Medway 20%
I couldn't see my preferred GP	5%	4%	⇧ Gravesham 2% ⇧ Maidstone 2% ⇧ Medway 2% ⇧ Swale 1%
I was not offered an appointment	35%	36%	⇧ Dartford 17% ⇩ Gravesham 40% ⇧ Maidstone 25% ⇧ Medway 31%
My practice helped in another way	16%	13%	⇩ Dartford 6% ⇩ Gravesham 9% ⇩ Medway 5% ⇩ Swale 12%

Selected response	England	K&M CCG	North Kent
Another reason	21%	21%	⇔ Dartford 9% ⇔ Medway 17% ⇔ Swale 13%

22. These data have to be treated with caution as, with 12 options, the numbers reported for some practices are too low to be included (for disclosure reasons). NB also that responses could tick multiple boxes so total percentages may exceed 100%. However, the table shows a range of experiences both positive and negative**. The one stand-out category is that (except in Maidstone) North Kent patients reported lower levels of other assistance from practices where an appointment was not offered**.

23. Interestingly, where patients did not get an appointment (Question 17), for England as a whole 32% did not see or speak to anyone; but in North Kent across the piece the reported rates are lower (21-27%), suggesting patients were more willing to see or speak to someone. A lower percentage of North Kent patients looked for information online (0-7%, average 4%) than England as a whole (14%), with Dartford particularly low. In some cases patients went to A&E (Gravesham 14% compared to 8% in England) or consulted a pharmacist (Medway 14% compared to 10% in England). Across all 12 options in the survey, responses for England total 134% but for North Kent the total is 104%, with Dartford the lowest at 82% and Gravesham the highest at 127%. This suggests that North Kent patients generally, and Dartford patients in particular, were **less likely to explore alternative action if they could not get the appointment they wanted**. This could point to less awareness of options, or fewer useful alternatives being – or perceived to be – available.

What type of appointment (remote v in person, Q18)

24. This survey was particularly examining people's experience of access to primary care against the backdrop of the Covid-19 pandemic. **The general experience is that access to GP appointments was more likely to be remote (phone or video) rather than in person compared to pre-pandemic**.

Table 5: what type of appointment did you have?

Geography	Remote	In person
Dartford	56%	44%
Gravesham	53%	47%
North Kent average	51%	49%
England	49%	51%
K&M CCG	50%	50%

25. These figures suggest that in-person appointments were less available in Dartford and Gravesham than elsewhere, though **at individual practice level low rates of in-person appointments (40% or below) were reported in all areas** (Maidstone and Swale – 2 practices; Dartford and Gravesham – 3 practices; Medway – 5 practices).

How long after booking did the appointment take place (Q19)

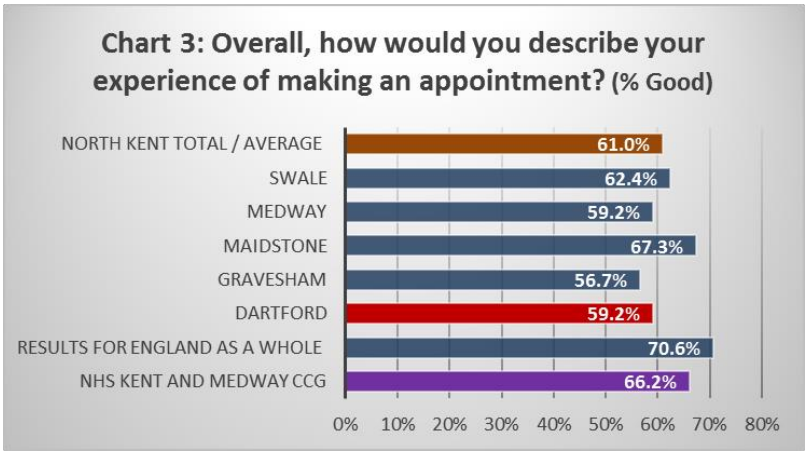
26. Generally, timing of appointments was in line with national rates, though in Maidstone (19%) Medway (19%) and Swale (24%) appointments were a week or more later, compared with only 16% nationally, perhaps reflecting their lower ratio of FTE GPs to population (Table 1 above).

Overall how would you describe your experience of making an appointment (good v poor, Q20)

27. On a scale from very good to very poor, apart from in Maidstone, North Kent patients gave lower scores for very good (20-25%) than at England level (32%). **Overall the experience of making an appointment was rated as good** (i.e. very good or fairly good) **by only 57-67% of patients, average 61% compared with**

71% nationally. High incidence of patients recording a very poor experience were Dartford (10%), Gravesham (14%) and Medway (10%) compared to 5% nationally.

28. Across North Kent as a whole, 36/96 practices (37.5%) recorded a level of good experience above the national average, but 51/96 (53%) had a rate of (fairly or very) poor experience that was worse than the national average. A quarter of responding patients in Gravesham rated their experience as poor.



29. At individual practice the highest rates of patients reporting a fairly or very poor experience in making an appointment were:

    Gravesham – Springhead Health (52%), Jubilee Medical Centre (44%)
    Maidstone – Albion Place Medical Practice (45%)
    Medway – St Werburgh Medical Practice (38%), Thorndike Partnership (49%)

C. Your last appointment

30. 52% of England patients responding (Question 21) had an appointment in the past 6 months[12] compared with 49% in North Kent (47% in Medway and Gravesham). For 36% this was a remote appointment, both nationally and at North Kent level (Question 22): Dartford (42%) had a higher proportion of remote appointments, but Maidstone (33%) and Swale (32%) rather fewer with a higher percentage being in person. In Dartford (86%) and Gravesham (88%) a lower percentage of respondents (Question 23) were given a set time period for their appointment than across England (91%).

31. A key question for many respondents would be about ***who their last general practice appointment was with (Q24)***:

Table 6: who was your last general practice appointment with?

Geography	% A GP	% A nurse	% A general practice pharmacist	% A mental health professional	% Another healthcare professional	% Don't know / not sure who I saw
K&M CCG	63%	27%	1%	*	4%	4%
England	**64%**	**28%**	**1%**	*	**3%**	**4%**
Dartford	70%	21%	1%	0%	3%	5%
Gravesham	62%	29%	1%	0%	4%	4%
Maidstone	61%	29%	1%	1%	4%	5%
Medway	63%	27%	1%	1%	3%	5%
Swale	57%	30%	1%	1%	6%	5%
North Kent Average	**62%**	**27%**	**1%**	**0%**	**4%**	**5%**

32. Table 6 shows that whereas the North Kent and K&M CCG results overall were close to the England results, **significantly more Dartford patients saw a GP but significantly fewer saw a nurse. In Swale rather fewer patients saw a GP but more reported seeing another healthcare professional**. The

[12] Meaning at the time of responding to the survey between January to April 2021

percentage reporting seeing a mental health professional are vanishingly small at England and CCG level, but sufficient to register in Medway (0.53%), Maidstone (0.61%) and Swale (0.85%). The actual (non-rounded) result for Gravesham was zero: **this raises a question about the extent or signposting of mental health professional provision across general practices**. Generally the low results, given the understood extent of mental health issues (particularly during the Covid-19 pandemic), shows **there may be an important public health education issue as well as questions about the level of provision**.

33. In response to a later question (26) 56% of North Kent patients said they **did not have mental health needs or these did not apply to their last appointment**, compared with 53% nationally. The highest percentage making these statements was in Medway (58%), though Medway had one of the higher rates of patients seeing a mental health professional, and the lowest in Dartford (52%).

34. In terms of ***how good respondents thought the healthcare professional was at their last appointment (Q25)***, **the results are generally below the national average** but sometimes match the regional average:

Table 7: % respondents giving a Very good or good rating

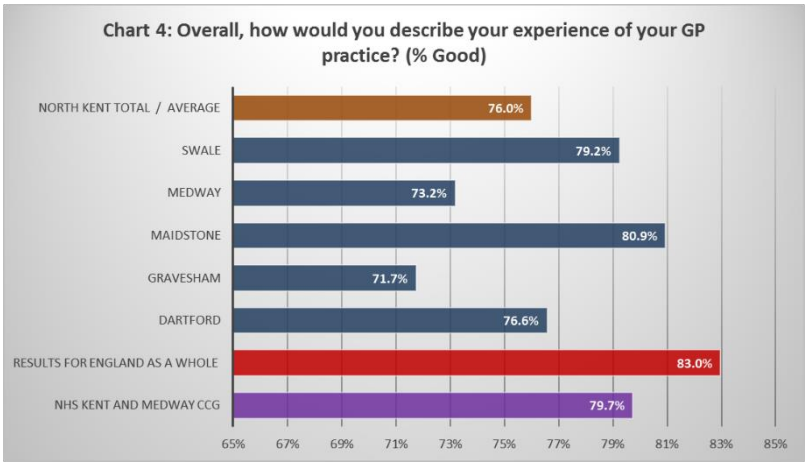
Geography	Giving you enough time	Listening to you	Treating you with care and concern
K&M CCG	87%	88%	87%
England	**89%**	**89%**	**88%**
Dartford	83%	85%	84%
Gravesham	82%	83%	82%
Maidstone	87%	88%	88%
Medway	82%	84%	82%
Swale	88%	88%	88%
North Kent Average	**84%**	**85%**	**84%**

35. The last three questions (27 to 29) in this section of the survey focus on patients' sense of ***agency in decisions, confidence in the care they received*** and ***whether their needs were met***. **Generally the picture across North Kent is not radically different from the national or regional figures, but Gravesham scores consistently the lowest, particularly the question about involvement in decisions**. At practice level, five practices score in the low 80s, though across North Kent the lowest scores are in Medway (two practices, 78% and 79%) and in Maidstone (one practice at 80%).

Table 8: % respondents giving a Very good or good rating to questions 27-29

Geography	**Q27: Were you involved as much as you wanted to be in decisions about your care and treatment?**	**Q28: Did you have confidence and trust in the healthcare professional you saw or spoke to?**	**Q29: Thinking about the reason for your last general practice appointment, were your needs met?**
K&M CCG	93%	95%	94%
England	**93%**	**96%**	**94%**
Dartford	92%	95%	93%
Gravesham	87%	92%	90%
Maidstone	93%	95%	94%
Medway	90%	92%	92%
Swale	94%	96%	94%
North Kent Average	**91%**	**94%**	**92%**

D. Overall experience



36. 76% North Kent patients described their experience as good or very good compared with 83% nationally and 80% K&M CCG (Question 30). **North Kent patients reported a much lower rate of 'very good', but a higher rate of 'good'.** Maidstone's patients (81%) were the most positive and Gravesham's the most negative (72%), also reflected in the proportion describing their experience as poor or very poor (14% in Gravesham) and the responses summarized in Table 7 regarding their experience of their most recent appointment. Of North Kent authorities, **Swale patients reported the lowest rates of poor or very poor experiences**.

Table 9: Overall experience of GP practice (Question 30)

Geography	*% Very good*	*% Fairly good*	*% Neither good nor poor*	*% Fairly poor*	*% Very poor*	*% Good (total)*
K&M CCG	45%	35%	12%	5%	3%	80%
England	**48%**	**35%**	**10%**	**4%**	**2%**	**83%**
Dartford	36%	41%	12%	7%	4%	77%
Gravesham	35%	37%	14%	8%	6%	72%
Maidstone	49%	32%	10%	5%	4%	81%
Medway	37%	36%	15%	7%	4%	73%
Swale	43%	36%	13%	4%	3%	79%
North Kent Average	**40%**	**36%**	**13%**	**7%**	**4%**	**76%**

37. At individual Practice level, the experience in each authority ranged widely:

Table 10: highest and lowest responses at GP Practice level (question 30)

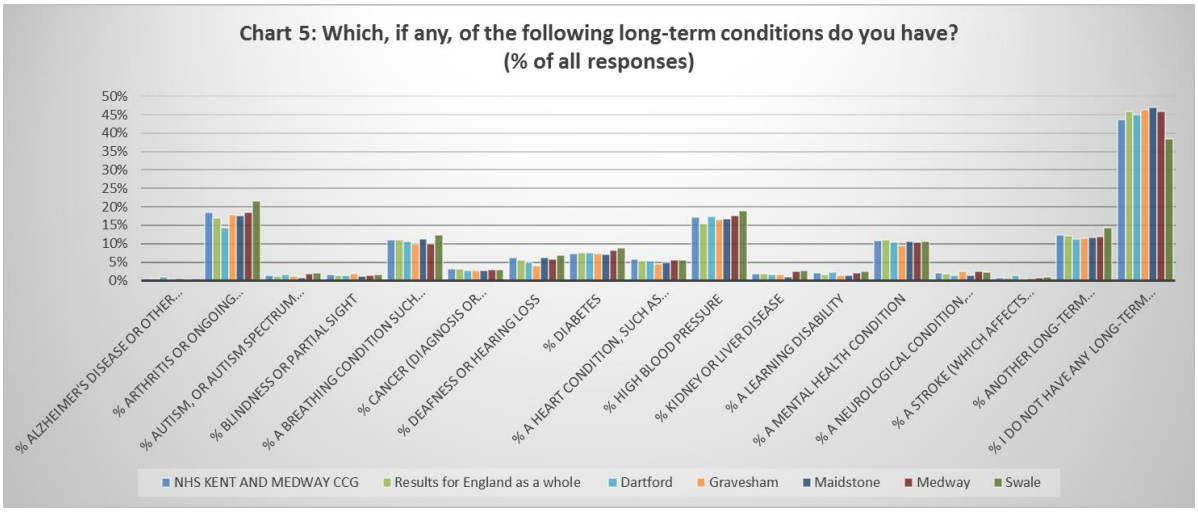
Local authority	Good or very good - Highest rated*	Good or very good - Lowest rated*	Poor or very poor
Dartford	Maple Practice, 92%	Horsman's Place, 65%	Dartford East Health Centre, 21%
Gravesham	Meopham Medical Centre, 91%	Jubilee Medical Centre, 53%	Springhead Health, 27%
Maidstone	Marden Medical Centre, 98%	Albion Place Medical Practice, 54%	Albion Place Medical Practice, 27%
Medway	Maidstone Road Rainham, 98%	St Mary's Island Group, 52%	Thorndike, 30%
Swale	Sheerness Health Centre, 92%	London Road, 65%	Iwade Health Centre, 18%

** Of those rated 'good'.*

38. How people rated their experience would be based on a range of factors, including life outlook generally and expectations of services as well as the specifics of their experience and the timing of the survey. It is interesting that despite having the lowest ration of FTE GPs per head of population, Swale patients recorded the second highest overall level of "good" ratings and the lowest level of "poor" ratings. **There**

would not therefore seem to be direct correlation between the absolute level of GP provision and patients' satisfaction with their overall experience.

E. Your health



39. The first question in this group focuses on the past 12 months and whether patients had ***physical mobility issues, falls requiring medical attention or feelings of isolation (Question 31)***. On these the **responses in North Kent were in line with national and regional results**. At individual practice, however, there are some marked variations:

Table 11: Patients reporting serious mobility or isolation issues in the last 12 months

Health issue	England	K&M CCG	North Kent
Mobility Issues	12%	12%	15-25% results in 17/96 practices, (Medway 9, Swale 5, Maidstone 2, Gravesham 1)
Two or more falls	2%	2%	5-8% results in 6/96 practices (2 each in Gravesham and Medway, 1 each in Swale and Maidstone
Feelings of isolation	15%	14%	18-24% results in 22/96 practices (13 in Medway, Swale 3, 2 each in Gravesham and Maidstone, 1 in Dartford).

40. **Practices that score exceptionally highly on more than one of these measures are concentrated in Medway** (King George Road Surgery, The Halfway Surgery, St Mary's Island Group Practices) **and Swale**: (Newton Place Surgery, Dr S J Witts Practice, Marlowe Park Medical Centre). This may be indicative of higher rates of chronic ill-health or vulnerability in their populations, according to these measures at least.

Do you have any long-term physical or mental health conditions, disabilities or illnesses (Qs 32 and 33)

41. Overall the results for North Kent are **broadly in line with national results with the exception of Swale** where 58% responses reported 'Yes' compared with 52% in England. The stand-out conditions reported in Swale were "Arthritis or ongoing problem with back or joints" (21% compared with 17% in England) and "High blood pressure" (19% compared with 15% in England). These are the most common conditions reported nationally, and as Table 12 shows there is a **high incidence of heavy reporting of these conditions across a lot of general practices in North Kent**:

Table 12: Most reported long-term health conditions (Question 33)

Long-term health condition	England	K&M CCG	North Kent
Arthritis or ongoing problem with back or joints	17%	19%	20-31% across 36 practices (Medway 18, Swale 8, Maidstone 5, Gravesham 4, Dartford 1)
High blood pressure	15%	17%	18-30% across 47 practices (Medway 22, Swale 9, Maidstone 7, Dartford 6, Gravesham 3)

Do any of these conditions reduce your ability to carry out your day-to-day activities (Q34)?

42. Overall responses in North Kent broadly align with national results, although **in Maidstone a lower percentage (53%) answered 'Yes' compared with 60% nationally** (58% across North Kent, 59% in K&M CCG).

How confident are you that you can manage any issues arising from your condition (or conditions) (Q35)?

43. **Responses varied across North Kent** with patients in Dartford (86%) and Maidstone (87%) more confident than the England results (83%) whilst Gravesham (78%), Medway (80%) and Swale (81%) were less confident.

44. The following group of questions (36 to 39) explore ***what kind of support patients have had from general practices in managing their health condition*** (presumably the long-term conditions identified above, not necessarily the reason for their contact with GPs over the past 12 months).

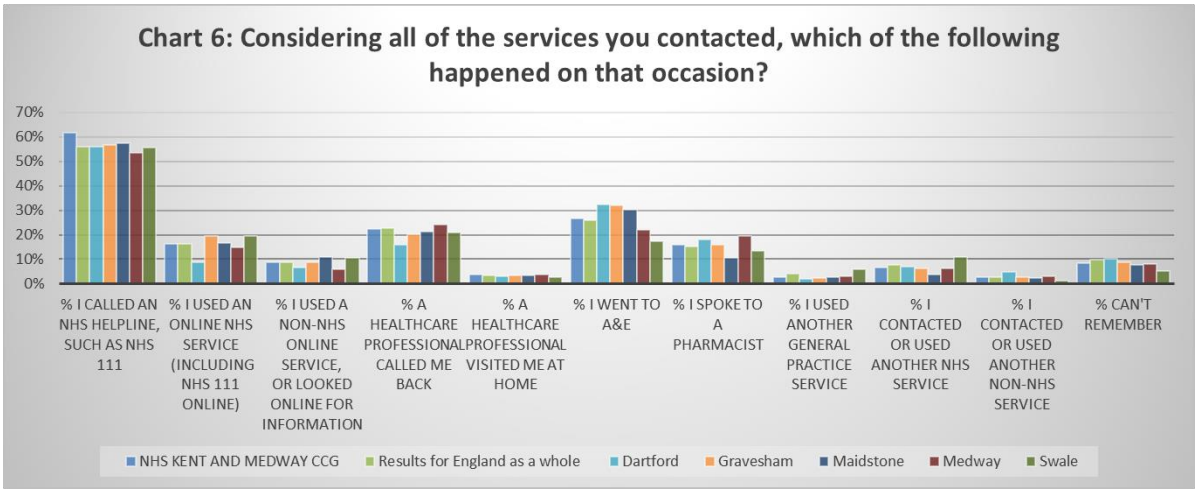
Table 13: type of support - % of patients answering "yes" or "helpful"

Geography	Q36: In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?	Q37: Have you had a conversation with a healthcare professional from your GP practice to discuss what is important to you when managing your condition (or conditions)?	Q38: Have you agreed a plan with a healthcare professional from your GP practice to manage your condition (or conditions)?	Q39: How helpful have you found this plan in managing your condition (or conditions)?
K&M CCG	72%	37%	58%	96%
England	**74%**	**41%**	**60%**	**95%**
Dartford	72%	40%	49%	92%
Gravesham	66%	33%	47%	99%
Maidstone	76%	39%	57%	96%
Medway	67%	33%	46%	97%
Swale	72%	39%	55%	93%
North Kent Average	**70%**	**36%**	**50%**	**95%**

45. The summary in Table 13 shows that **overall North Kent patients reported that they had less support in managing their condition(s) than the results for England, with a particularly low score when it came to agreeing a plan with a healthcare professional.** Gravesham and Medway scored particularly low across the first three questions but, somewhat counter-intuitively, reported higher scores for whose finding such management plans helpful. In raw numbers, 11,501 survey responses answered the question about long-term conditions, with 4,873 saying they did not have one. Of 5,678 responses saying that they had had a conversation with a healthcare professional about what was important to them when managing their condition(s), only 1,983 said they had agreed a plan (10% below the England result).

46. Not all long-term conditions perhaps require the kind of support a plan would provide. But **given the high percentage who found having a plan helpful, this suggests that such plans might be a positive way of helping people to manage their own health.** This might in turn reduce pressures on general practice (and A&E) – provided there is capacity in the system for patients to be able to discuss such plans with healthcare professionals in the first place.

F. When your GP practice is closed



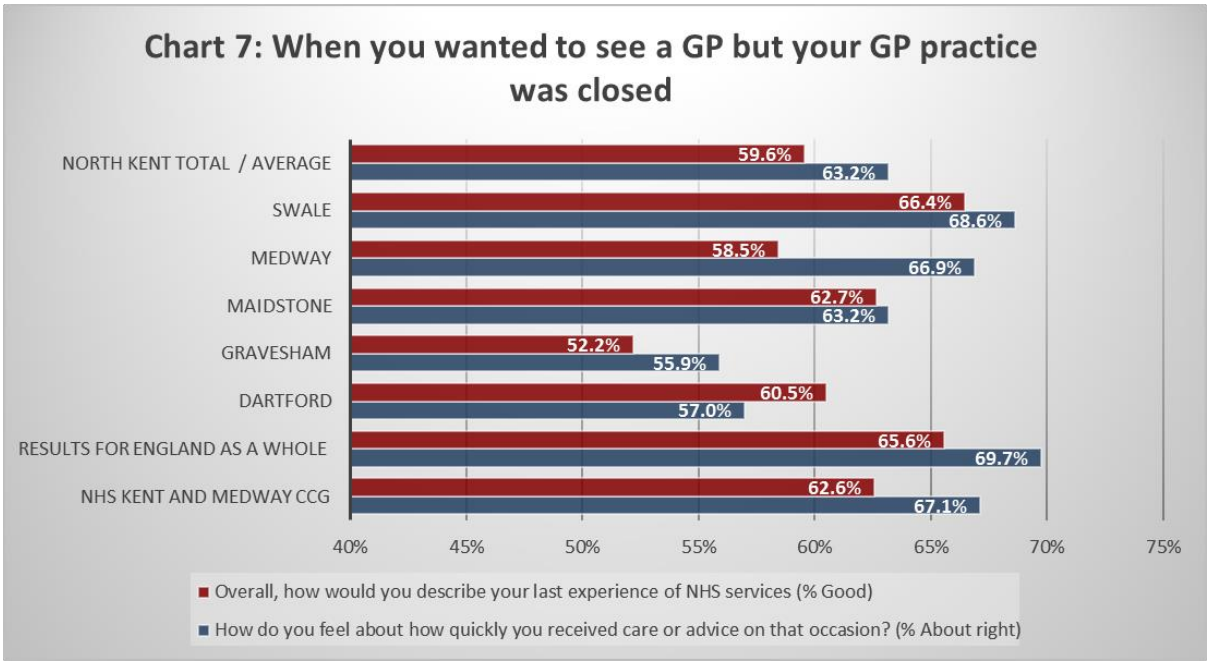
47. Nationally, when people have tried to contact their general practice but it was closed, 80% have tried to contact another NHS service; in North Kent the figure is 78%, so patients here seem slightly less inclined to explore NHS alternatives (question 40). In terms of deviation from national results for actions taken (Question 41):

    - Fewer patients in Medway used an NHS helpline (53% v 56% in England, 62% in K&M CCG)
    - Fewer patients in Dartford (9%) but more people in Gravesham (>19%) used an online NHS service (16% in England)
    - Fewer patients in Dartford (16%) received a return call from a healthcare professional (England 23%)
    - More patients in Dartford (32%), Gravesham (32%) and Maidstone (31%) went to A&E, compared with fewer patients in Medway (22%) or Swale (17%) (England 26%)
    - More patients in Medway (20%) but fewer in Maidstone (11%) spoke to a pharmacist (England 15%)
    - In Swale 11% contacted another NHS service but only 4% in Maidstone (8% in England); and only 5% in Swale could not remember what they had done (England 10%), i.e. they had significantly clearer than average recollection of the action they took.

48. This varied picture could convey complex behaviours and realities but, for example, the low recourse in Dartford to NHS online services reinforces the earlier results (Table 4 and following narrative) that showed limited use in Dartford of online resources. **There is a bit of an east-west split between the high rate of recourse to A&E in the west of North Kent (including Maidstone) and much lower in the east** – perhaps reflecting relative accessibility, confidence – or urgency.

49. For those who tried to contact an NHS service **when their GP was closed, the experience of how quickly people received care or advice (question 42) , and their experience of NHS services (question 43), was less positive than for England as a whole**:

    - In England, 70% of respondents considered the time taken was “about right” compared with 63% across North Kent.
    - In England, 66% of responses said they had a very or fairly good experience, with only Swale (69%) above this level and the others ranging from only 52% in Gravesham to 63% in Maidstone.



50. The overall picture this conveys is that North Kent patients not only report a generally more negative experience of their general practices than England results (Table 9), but **their use and experience of other NHS services is also reported in more negative terms**.

51. Survey results for questions 44 to 48, relating to NHS dentistry, are not available below CCG level.

G. Covid 19

52. This part of the survey focuses on how Covid-19 has affected households, looking at whether any member of the household had been ***shielded on account of vulnerability (question 49)***, and on whether they had ***avoided making a GP appointment (question 50)*** in the last 12 months (for any reason).

53. **All five areas of North Kent had practices reporting results at each end of the spectrum**.

54. Overall, the level of shielding in North Kent seemed to be close to national results (26%) except in Swale where 30% of responses were yes. Drilling down to practice level, some of the highest results for households where someone was shielding were actually in Medway – e.g. Waltham Road Medical Centre (45%) and King George Road Surgery (42%) – masked by some very low results, e.g. Borstal Village Surgery (17%) and St Mary's Island Group Practices (21%). Maidstone reported the lowest average result (24%) for shielding.

55. The second question was about whether respondents had avoided making an appointment. Excluding those who said they hadn't needed one, the results in Dartford (45%), Gravesham and Medway (both 47%) and Swale (46%) were higher than the England result (42%) but closer to the K&M average (44%). At individual practice level there were some extreme results at each end of the scale, from only 24% (Riverside Medical Practice and Pump Lane Surgery, both in Medway) to 60% (Springhead Health, Gravesham).

Table 14a: Number and percentage of high and low results for question 49 (Anyone in household shielded at home in last 12 months due to being vulnerable to Covid-19)

Geography	Overall	Number and % score of practices above 35%	Number and % score of practices below 23%
K&M CCG	28%	-	-
England	**26%**	**-**	**-**
Dartford	28%	1 (39%)	2 (19-21%)
Gravesham	28%	2 (37% and 38%)	2 (18-21%)
Maidstone	24%	0	9 (16-22%)
Medway	28%	5 (35-45%)	6 (17-23%)
Swale	30%	3 (37-41%)	1 (21%)

Geography	Overall	Number and % score of practices above 35%	Number and % score of practices below 23%
North Kent average	**28%**	-	-

Table 14b: Number and percentage of high and low results for question 50 (Avoided making a GP appointment in last 12 months for any reason)

Geography	Overall	Number and % score of practices at or above 50%	Number and % score of practices at or below 36%
K&M CCG	44%	-	-
England	**42%**	-	-
Dartford	45%	1 (51%)	1 (32%)
Gravesham	47%	4 (50-60%)	3 (27-32%)
Maidstone	43%	2 (51-56%)	3 (26-35%)
Medway	47%	11 (50-59%)	5 (24-36%)
Swale	45%	3 (55-56%)	1 (33%)
North Kent average	**45%**	-	-

56. **There doesn't appear to be a strong correlation between households with someone shielding and people avoiding making a GP appointment**. But there are examples of inverse proportions – practices where very low percentages of households have someone shielding but high proportions of people have avoided making appointments:

Table 15: Examples of GP practices where a low percentage of households had someone shielding by a high percentage of patients avoided making GP appointments

Name of GP Practice	Local authority area	% with household member shielding	% avoiding making a GP appointment
Jubilee Medical Centre	Gravesham	21	57
Bower Mount Medical Practice	Maidstone	20	51
Castle Medical Practice	Medway	23	51
St Mary's Island Group Practice	Medway	21	55

57. Although these are only some of the most extreme examples, **they perhaps indicate that avoiding GP appointments was not necessarily linked to having a vulnerable household member**. Amongst reasons given for avoiding making a GP appointment, worry about the risk of catching Covid-19 was lowest in Maidstone (15% of responses) but highest in Gravesham (20%).

58. The survey does not explore what if any other reasons might have decided people to avoid making GP appointments (apart from being worried about placing a burden on the NHS). This may be territory worth further exploration e.g. to find out whether there are any patterns regarding ill-health conditions for which people are more or less likely to seek or avoid making a GP appointment. There may be other data that throw light on this.

H. Some questions about you

59. The final section of the survey focuses on demographic data and protected characteristics – gender identity, ethnicity, age etc. With many options offered under some questions the number of responses at practice level may be below the threshold for disclosure or analysis.

60. On ***gender identity and sexual orientation (questions 51 and 52)***, North Kent responses align with England and K&M CCG results.

61. ***Ethnicity (question 53)***. **There is significant divergence between England results and K&M CCG and within North Kent**. The main differences in the survey (selected categories) are that the CCG is much whiter than England overall, with the same reflected in Maidstone, Medway and Swale, whereas Dartford results reflected a lower proportion of white patients and a higher proportion of black patients; Gravesham's results showed a higher proportion of Asian patients. The survey results are shown below with 2011 Census data for comparison:

Table 16: Ethnic Group: comparison between Survey and Census results for selected categories of respondents

Geography	% White - English / Welsh / Scottish / Northern Irish / British		% Asian or Asian British - Indian		% Black, Black British, Caribbean or African - African	
	Survey	*Census*	Survey	*Census*	Survey	*Census*
K&M CCG	85	*88*	2	*4*	1	*2*
England	**75**	***79***	**3**	***8***	**2**	***4***
Dartford	70	*85*	5	*3*	6	*3*
Gravesham	76	*72*	7	*12*	3	*8*
Maidstone	85	*86*	1	*5*	1	*2*
Medway	83	*85*	2	*5*	2	*3*
Swale	88	*94*	1	*<1*	1	*1*
North Kent Average	**82**	***85***	**3**	***5***	**2**	***3***

62. As Table 16 shows, many of these survey results differ significantly from the 2011 Census. This may partly reflect demographic change since 2011, but it also could signify other factors such as different categories and descriptors used in different surveys, or even different attitudes towards survey participation, towards the NHS or towards GP practices across different ethnic groups[13]. There are some examples of ethnic minorities strongly clustered in particular practices (e.g. Rochester Road Surgery in Gravesham with 67% participants of Asian (all types) origin and only 20% white (all types). But **the data appear to defy broad generalisations** (e.g. characterizing urban v rural practices): more granular analysis would be needed to get a more comprehensive picture.

63. The survey also invited respondents to describe whether they had any ***religious affiliation (question 61)***. Across 5 of the 9 categories, North Kent responses align with England results. The exceptions were:

    - More respondents in Maidstone (39%) and Medway (40%) said they had no religion (England 35%)
    - More respondents in Swale (57%) identified as Christian (England 50%)
    - Fewer respondents across all 5 North Kent LAs (1-3%) identified as Muslim (England 6%) but more respondents in Gravesham (6%) identified as Sikh (England 1%).

64. These are not too dissimilar to unofficial ONS data in a 2016 research report[14], though in that context a higher proportion of respondents identified as Christian (England 57%, North Kent 58%). There do not seem any particular public health messages to draw from these data, but from a monitoring perspective **they suggest that participation does not appear to be distorted to any marked degree by respondents' religion or absence thereof**.

65. ***Age (question 54)***. North Kent results broadly mirror the national picture with three significant exceptions: fewer responses from 25-34 year olds in Swale (12%, England 17%); more responses from 35-44 age bracket in Dartford (21%, England 17%) but fewer in the 55-64 age bracket (12%, England 17%). The result in Swale is quite close to the population profile; for Dartford the representation of respondents in the 35-44 age bracket is significantly higher than the population profile (<16%)[15].

66. ***Current occupation (question 55)***. A higher proportion of respondents in Medway (47%) and Dartford (48%) were in full-time work than across England (44%), more respondents in Gravesham (16%) were in part-time work (England 12%) and fewer patients in Dartford (17%) but more in Swale (25%) were fully retired (England 21%). In themselves these are not significant (other than in general terms in respect of age-related health conditions), but could have implications for how flexible patients are able (or prepared) to be about making GP appointments. Referring back to section C above, for instance, Dartford patients stood out as having a higher proportion of remote appointments rather than in-person which could reflect both the offer from practices at the time and what suited the circumstances of the patient (with remote appointments perhaps requiring less flexibility on their part than in-person).

[13] See also footnote 10 which notes that patients registered with a GP practice are not necessarily local residents.

[14] https://www.ons.gov.uk/aboutus/transparencyandgovernance/freedomofinformationfoi/ethnicitystatisticsatlocalauthoritylevel

[15] It is worth noting that Dartford has a significantly larger cohort of 35-44 year olds (15.7%) than other North Kent authorities (average 12.7%) and a younger population profile overall.

67. ***Support to others (family, neighbours etc.) for health or age-related reasons (question 56)***. Overall results in North Kent align with England except in Dartford where fewer than average (15%) respondents said they looked after or provided support to others (England 18%, K&M CCG 19%). But a higher proportion of Dartford respondents were ***parents or guardians of children under 16*** (31% compared with 25% and England and K&M CCG level).

68. Given the health implications of smoking, especially for cancer and cardio-vascular conditions, the overall picture of ***smoking habits (question 59)*** in North Kent is disappointing. Whilst close to the K&M CCG average, there is more progress to be made in changing habits:

Table 17: Smoking habits

Geography	% Never smoked	% Former smoker	% Occasional smoker	% Regular smoker
K&M CCG	55%	30%	7%	8%
England	**59%**	**27%**	**7%**	**8%**
Dartford	55%	27%	9%	9%
Gravesham	56%	28%	8%	8%
Maidstone	57%	27%	7%	9%
Medway	56%	29%	6%	9%
Swale	52%	32%	7%	9%
North Kent Average	**55%**	**29%**	**7%**	**9%**

69. Where rates of former smokers are higher than average this is positive in that it signifies a changed habit, but also potentially negative because past history may have legacy impacts on healthy life expectancy.

Conclusions and Next Steps

70. In preparing this analysis we have not carried out our own primary research. All the data come from the NHS. But packaging those data in a slightly different way, and looking at them through a North Kent lens, reveals a geographic or spatial dimension that looking at individual practices or across the whole CCG area misses.

71. North Kent acknowledges that primary care challenges existed in North Kent before the pandemic, that these are well recognized by NHS partners and that there is a significant programme of activity underway to try to address many of these challenges. This analysis is consciously limited to only the access-related issues raised through the NHS Patient Survey. Our aim is that this report will help inform a series of broader conversations, and ones that lead to action. There are immediate steps that Greater North Kent will pursue and some that fall to other stakeholders. Suggested actions are **highlighted** below. We recognize that from July 2022 the Kent & Medway CCG will be replaced by the Integrated Care Board and we will therefore be keen to engage with the ICB to follow through where appropriate.

72. The NHS GP Patient Survey tells us quite a lot about people's reported experience of accessing primary care services, but there are inevitably some gaps, for instance:

- The database for survey invitations was based on registration records held by NHS Digital; this would not pick up people who, for whatever reason, are not registered with a GP practice. This may include some vulnerable groups. For example, although refugees and asylum seekers (including refused asylum seekers) are eligible for free GP services in England, they may not be as aware of their rights to primary care and may be less likely to have registered with GPs.
- Eligibility was restricted to people with a valid NHS number, registered with a practice for more than 6 months, and over the age of 16. So people with less than 6 months registration at a GP would not have participated.
- The survey doesn't cover under 16s (previous years did not cover under 18s) so it doesn't tell us anything specific about child health, although participants' experience of accessing primary care could be for other members of their household, including children, not necessarily themselves.

Analysing context

73. Given the scope of the survey's coverage, and its place in an annual series at national level, there does not seem a strong case for supplementary survey work in North Kent addressing gaps such as those above. But mindful of the importance of context (see paragraph 14), **we do need to triangulate these data with other relevant sources to deepen and reinforce a shared understanding of local conditions.** This might include:

    - Mapping Indices of Multiple Deprivation (IMD) data and looking for how practice-level results compare with Lower Super Output Area data on IMD, and any significant correlations.
    - Care Quality Commission reports etc. and how these are impacting on the standard of care and service offered by GP practices in areas identified as being of particular concern.
    - Data held by the Kent & Medway CCG, Kent Public Health Observatory data and Medway Public Health data / reports and intelligence.

Raising awareness

74. North Kent patients' experience of getting appointments of their choice (and rating of the process) was generally poorer than for England as a whole. But they also seem to have explored, or been offered, fewer alternative courses of action where they could not get an appointment (either at all or of their choice) – except where their GP practice was actually closed. This could reflect either lower awareness of options or fewer options realistically being available.

    - **The NHS, K&M CCG and individual practices need to do more to raise awareness and promote the options available to patients when surgeries are closed.**

Promoting good practice

75. Our analysis highlighted a number of areas for concern but also of opportunity. Certain practices emerge regularly among the results with lower levels of patient satisfaction, and some at the upper end.

    - Availability or signposting of mental health support services was very patchy.
    - Overall North Kent patients gave a lower rating to their experience of healthcare professionals than England as a whole.
    - Where unable to access GP services, North Kent patients seem overall to have a less positive experience of other NHS services than England as a whole.

76. While context needs to be understood, regardless of context there may be transferrable good practice lessons from GP surgeries recording better results.

    - **We will explore with the K&M CCG, through Health & Care Partnerships and with Primary Care Networks how good practice is shared, promoted and monitored.**

Closer and more integrated working between healthcare bodies and other organisations

77. Looking holistically at various data sources and evidence from the activities of various bodies may help identify areas or groups where targeted interventions – both healthcare and non-health – could help improve health outcomes.

78. Where patients have agreed a plan with healthcare professionals to help them manage their own health conditions, the overwhelming majority have found these helpful, but a smaller proportion of North Kent patients seem to have such plans in place than the England average. Closing this gap could help more people manage their long-term conditions better.

    - **Greater use might be made of plans agreed with healthcare professionals to help more people manage their own long-term health conditions.**

79. Relatively low use of online resources in North Kent may indicate a lower level of trust in the information and services available online, but it may also indicate higher than average levels of digital exclusion. Investigating interventions to improve access to services might usefully explore ways of improving digital inclusion generally, possibly with particular targeted areas or population groups. This in turn could have a positive impact on people's access to primary care.

80. This goes to the heart of the wider Population Health Management agenda, and the work and purpose of Health and Care Partnerships.

    - **We will be seeking a strong voice for Greater North Kent within each of the four HCPs in Kent and Medway to help shape more integrated and holistic strategic approaches to improving access to Primary Care and the health outcomes of our residents more generally.**

Closing the gap

81. The analysis shows wide disparity in people's experience of accessing Primary Care in North Kent. For instance, in some practices 98% of patients find it easy to get through by phone whilst for others it is as low as 9% - the lowest in the country. Similarly, in some practices as few as 3% of patients can see their preferred GP – the lowest in the country – whilst in others it is 85%, still below the 95% found in some practices in the country. Up to 30% of patients reported a poor overall experience, and as few as 52% reported a good experience.

82. For all the detail in the survey and this analysis, access to primary care is a fairly one-dimensional metric: this does not examine patients' health outcomes as a consequence of the healthcare services they receive from GP practices. However, it is clear that where access is problematic the opportunity for effective interventions, where these are needed, is going to be affected.

83. We recognise that the K&M CCG is already taking a number of measures to try and improve access to Primary Care in Kent and Medway. This analysis nonetheless indicates that there are some fundamental questions that deserve to be explored further about how to close the gap in patient satisfaction between North Kent patients and both the national and Kent & Medway averages.

84. Those are questions that *Greater North Kent* will pursue. In the first instance we will:

    - **Share and discuss this report with the K&M CCG, particularly in the context of the evolving Primary Care Strategy;**
    - **Share this report with the Kent Health Overview and Scrutiny Committee and Medway Health and Adult Social Care Scrutiny Committee.**

Annex A: List of GP Practices in North Kent (up to July 2021)

Practice code	Practice name	Total survey forms distributed	Total completed forms received	Response rate (%)
Dartford				
G82006	Dartford East Health Centre	326	106	33%
G82048	Horsman's Place Surgery	395	140	35%
G82056	The Orchard Practice	333	138	41%
G82088	Devon Road Surgery	299	114	38%
G82122	Swanscombe Health Centre	369	127	34%
G82143	Lowfield Medical Centre	383	135	35%
G82185	Dartford West Health Centre	315	136	43%
G82212	Pilgrims Way Surgery	392	146	37%
G82639	Maple Practice	356	129	36%
G82647	Temple Hill Surgery	348	111	32%
Gravesham				
G82021	The Shrubbery Surgery	354	123	35%
G82032	Pelham Medical Practice	367	124	34%
G82044	Springhead Health	388	103	27%
G82062	Parrock Street Surgery	421	135	32%
G82067	Old Road West Surgery	291	129	44%
G82073	Meopham Medical Centre	272	124	46%
G82097	Jubilee Medical Centre	266	113	42%
G82648	Rochester Road Surgery	504	98	19%
G82690	Lower Higham Road Surgery	418	97	23%
G82780	Gravesend Medical Centre	518	143	28%
G82808	Oakfield Health Centre, Practice 2	378	124	33%
G82809	Downs Way Medical Practice	265	125	47%
Maidstone				
G82017	Albion Place Medical Practice	333	138	41%
G82024	Greensands	267	136	51%
G82031	Bower Mount Medical Practice	294	139	47%
G82074	Bearsted	265	140	53%
G82076	Mote	261	118	45%
G82089	Brewer Street	277	115	42%
G82093	Len Valley Practice	286	145	51%
G82098	Blackthorn	307	152	50%
G82099	The College Practice	327	135	41%
G82112	Headcorn Surgery	287	149	52%
G82141	Yalding	261	130	50%
G82164	The Vine Medical Centre	340	126	37%
G82215	Marden Medical Centre	271	152	56%
G82229	Sutton Valence Group Practice	275	136	49%
G82604	The Medical Centre Group	300	122	41%
G82641	Wallis Avenue	404	138	34%
G82681	Malling Health Four	288	123	43%
G82691	Langley	255	131	51%
Medway				
G82014	Woodlands Family Practice	411	142	35%
G82051	City Way Surgery	312	129	41%
G82077	The Elms Medical Centre	262	115	44%

Practice code	Practice name	Total survey forms distributed	Total completed forms received	Response rate (%)
G82095	Thorndike Partnership	355	130	37%
G82100	Highparks Medical Practice	293	142	48%
G82106	Riverside Medical Practice	320	144	45%
G82108	King George Road Surgery	320	137	43%
G82113	Stonecross And West Drive Surgery	346	137	40%
G82123	Balmoral Gardens	437	147	34%
G82129	The Glebe Family Practice	313	146	47%
G82139	Maidstone Rd Chatham Surgery	340	127	37%
G82154	Thames Ave Surgery	262	140	53%
G82161	Reach Healthcare	309	120	39%
G82162	Orchard Family Practice	280	148	53%
G82180	Maidstone Rd Rainham Surgery	280	134	48%
G82184	Waltham Road Medical Centre	292	127	43%
G82198	Gun Lane Medical Centre	424	151	36%
G82203	Court View Surgery	357	142	40%
G82226	Wigmore Medical Centre	278	123	44%
G82233	St. Werburgh Medical Practice	313	102	33%
G82600	Eastcourt Lane Surgery	276	127	46%
G82631	Bryant Street Medical Practice	468	110	24%
G82635	Pump Lane Surgery	251	133	53%
G82653	Castle Medical Practice	404	160	40%
G82679	Apex Medical Centre	413	150	36%
G82697	The Churchill Clinic	478	148	31%
G82704	The Church View Practice	268	137	51%
G82706	Brompton Medical Centre	483	147	30%
G82708	Marlowe Park Medical Centre.	422	138	33%
G82711	Borstal Village Surgery	289	117	40%
G82719	Matrix Medical Practice	278	141	51%
G82721	Parkwood Family Practice	262	116	44%
G82737	Long Catlis Road Surgery	299	113	38%
G82741	Princes Park Medical Centre	401	130	32%
G82744	The Halfway Surgery (Maritime Health Partnership)	501	148	30%
G82753	The Kings Family Practice	403	126	31%
G82762	Upper Canterbury St Surgery	451	144	32%
G82763	Napier Road Surgery	380	146	38%
G82775	Medway Medical Centre	304	107	35%
Y00449	St Marys Island Group Practices	518	99	19%
Swale				
G82023	Sheerness Health Centre	348	132	38%
G82026	Grovehurst Surgery	298	143	48%
G82027	Faversham Medical Practice	274	117	43%
G82035	The Chestnuts Surgery	286	118	41%
G82039	Newton Place Surgery	337	130	39%
G82057	St Georges Medical Centre	330	127	38%
G82231	London Road Medical Centre	308	148	48%
G82634	The Meads Medical Practice	382	143	37%
G82671	Iwade Health Centre	406	131	32%
G82682	The OM Medical Centre	410	117	29%

Practice code	Practice name	Total survey forms distributed	Total completed forms received	Response rate (%)
G82687	Dr S J Witts Practice	388	143	37%
G82693	Memorial Medical Centre	285	116	41%
G82698	Dr RB Kumar Practice	308	127	41%
G82702	Green Porch Medical Partnership	459	126	27%
G82799	Sheppey Healthy Living Centre	420	162	39%
Y02506	Sheppey NHS Healthcare Centre	428	138	32%
91Q	**NHS Kent And Medway CCG**	**64,230**	**26,156**	**41%**
N/A	**Results for England as a whole**	**2,408,303**	**850,206**	**35%**
Local Authority Totals / Average	Dartford	3,516	1,282	36%
	Gravesham	4,442	1,438	32%
	Maidstone	5,298	2,425	46%
	Medway	14,053	5,320	38%
	Swale	5,667	2,118	37%
	North Kent Total / Average	**32,976**	**12,583**	**38%**

Greater North Kent is the collective voice for an alliance of local authorities who have come together to promote greater prosperity, opportunity, and quality of life in North Kent.