User Satisfaction Survey (Second Half 2017) Summary

Introduction

An independent PCSE user satisfaction survey amongst service users is carried out every six months. The purpose of this survey is to provide an overall satisfaction rating for PCSE and to monitor any impacts on user satisfaction as changes to primary care support services are introduced.

NHS England has asked PCSE to help deliver a major transformation of primary care services, moving from highly localised and inconsistent system, to a service which is standardised, efficient and sustainable for the future. NHS England also wanted to achieve ongoing savings of £40 million every year to reinvest in frontline care.

In 2017, PCSE made significant investment in improvements to resolve service issues and achieve the required standards. This has been recognised by improved customer satisfaction last year. Overall customer satisfaction in this most recent survey was 70%. This compares to 68% from the initial benchmark survey that was undertaken in 2015, when PCSE took on the services.

The provision of primary care support services involves a complex set of interdependencies between PCSE, NHS England, other Health agencies and service users. Running the programme as a national service has enabled PCSE to identify a number of issues and gaps in end-to-end processes and arrangements that pre-date our involvement. We are working closely with NHS England and the relevant organisations to resolve these long-standing issues.

Refining and improving joint ways of working between all parties involved is a key area that needs addressing, to ensure these important services are consistently delivered to the standards customers need and expect.

PCSE remains committed to delivering and transforming primary care support services.

Paul Dawson
Managing Director
Primary Care Support England
Background to the second half 2017 survey

The survey invited over 20,000 users in GP practices, dental practices, community pharmacies and high street optometrists across England to share their views of PCSE and about their experience over the past 6 months. The aim of this survey was to provide a satisfaction measure for PCSE, and to monitor any impact on satisfaction as changes to services are introduced.

Response rates and participation

The survey was designed as an e-survey, with an option to complete the survey over the telephone. The total number of questionnaires completed was 1,985 which calculates as a 10% response rate.

Response rates by practice / business type are as follows:

- Dentists – 9%
- GP – 19%
- Opticians – 8%
- Pharmacies - 6%

Key findings

Overall user perceptions (comparison with previous surveys)

Weighted data is used to provide a more accurate comparison between the surveys.

- 71% of users indicated the process of how to contact PCSE is clear and easy to understand (compared to 71% in the first half 2017 survey);

- 70% of users indicated some level of agreement that the process of how to access the services provided by PCSE is clear (compared to 69% in the first half 2017 survey, and 64% in the second half 2016 survey);

- 70% of users indicated some level of satisfaction with their recent experience of PCSE overall (compared to 72% in the first half 2017 survey, and 58% in the second half 2016 survey);

- 69% of users indicated some level of agreement that PCSE are efficient at communicating changes to primary care support services (compared to 69% in the first half 2017 survey, and 58% in the second half 2016 survey);

- 64% of users indicated some level of agreement that the PCSE services they use are reliable (compared to 67% in the first half 2017 survey and 53% in the second half 2016 survey);
• 52% of users indicated some level of satisfaction with the knowledge and experience of staff, when they contacted PCSE by telephone (compared to 57% in the first half 2017 survey and 47% in the second half 2016 survey);

• 49% of users indicated some level of satisfaction with how efficiently staff handled their issue or query, when they contacted PCSE by telephone (compared to 53% in the first half 2017 survey and 39% in the second half 2016 survey);

Overall user satisfaction and variation in user satisfaction

In each survey, users are asked to provide a satisfaction score (1-10) based on their most recent experiences with PCSE. Those users who rated PCSE with a score of 5.00 or above also classified their response at some level of satisfaction with services i.e. extremely satisfied (10.00) through to extremely dissatisfied (1.00).

The overall user satisfaction rate from the second half 2017 survey (H2 2017) was calculated at 70%, which falls into the ‘opportunity for improvement’ classification with an average satisfaction score of 5.98 which falls into the satisfied user classification.

This is in comparison to 72% and 6.07 from the first half 2017 survey (H1 2017) and an increase on the base line survey undertaken in 2015, where satisfaction was calculated at 68% with an average satisfaction score of 5.52.
*Please note:* In order to provide a more accurate comparison between the surveys, the survey results have been weighted to match a baseline participation profile from 2015, due to the proportions of responding business types fluctuate in each survey.

![Average user satisfaction score year on year comparison (weighted data)](image)

Please note: In order to provide a more accurate comparison between the surveys, the survey results have been weighted to match a baseline participation profile from 2015.

When considering the unweighted data (i.e. when not comparing to previous surveys) the overall user satisfaction rate for the second half of 2017 is calculated at 65% which falls into the 'opportunity for improvement' classification and the average unweighted satisfaction score is 5.39 which falls into the 'satisfied' user classification.