

# How does practice size affect patient satisfaction?

Harry Longman, GP Access Ltd, harry@gpaccess.uk

Policy directions from NHS England encourage larger practices. How might this affect patient satisfaction, another policy goal?

We examine data from the GP Patient Experience Survey 2015 by list size band, and propose factors relating to size which may drive satisfaction, n = 7852, all England.

Arranged in size order, answers to the overall satisfaction show a downward slope in "very good" throughout the size range. (lower 3 responses show no change, but 85% of responses in top 2 levels) Could this be related to the number of patients saying they always see a preferred GP, much higher in small practices?

How then can practices of any size improve their satisfaction? The x-y plot of all points shows that "Always see preferred GP" improves the score of Very good experience. A similar effect is seen with "Very easy to get through" to the practice. So:

- answer the phone fast
- give a choice of GP

For debate:

- What importance should be given to patient satisfaction?
- What lessons should we take from the data, and what further questions?
- What are the policy implications for practice size and primary care team?

