

Example 3

Comparing A&E attendances with results from the GP Patient Survey

This analysis explores whether there is a relationship between A&E attendances and results from the GP Patient Survey (GPPS).

Table 1 divides English practices into 10 equal groups depending on the number of A&E attendances per 1,000 population. For example, the first decile will be the 10% of practices with the lowest number of A&E attendances per 1,000 population¹.

Also shown in Table 1 is the average proportion of patients that would recommend their practice and the average proportion of patients who are satisfied with being able to get an appointment within 48 hours, as measured through the GP Patient Survey.

Table 1

Decile	Average number of A&E attendances per 1,000 population	Average percentage of patients that said they would recommend their practice (GPPS)	Average percentage of patients that said they are satisfied with the 48 hour access in their practice (GPPS)
1	142.99	86.87	84.00
2	191.80	85.84	83.25
3	216.72	84.41	82.29
4	239.29	84.56	82.09
5	261.00	82.69	80.53
6	284.30	81.68	80.03
7	308.57	79.97	78.96
8	337.89	78.85	77.17
9	377.22	77.13	76.61
10	493.90	77.08	75.59

From this we can see that practices with lower A&E attendances on average, have higher patients satisfaction with 48 hour access and are more likely to be recommended by their patients. Practices with the highest average number of A&E attendances per 1,000 population, of 493.90, have the lowest average percentage of patients that would recommend their practice (77.08%). These practices also have the lowest average percentage of patients that are satisfied with 48 hour access in their practice of 75.59%. These trends are shown in Graph 1.

¹ For illustrative purposes we have used the unweighted population

Graph 1

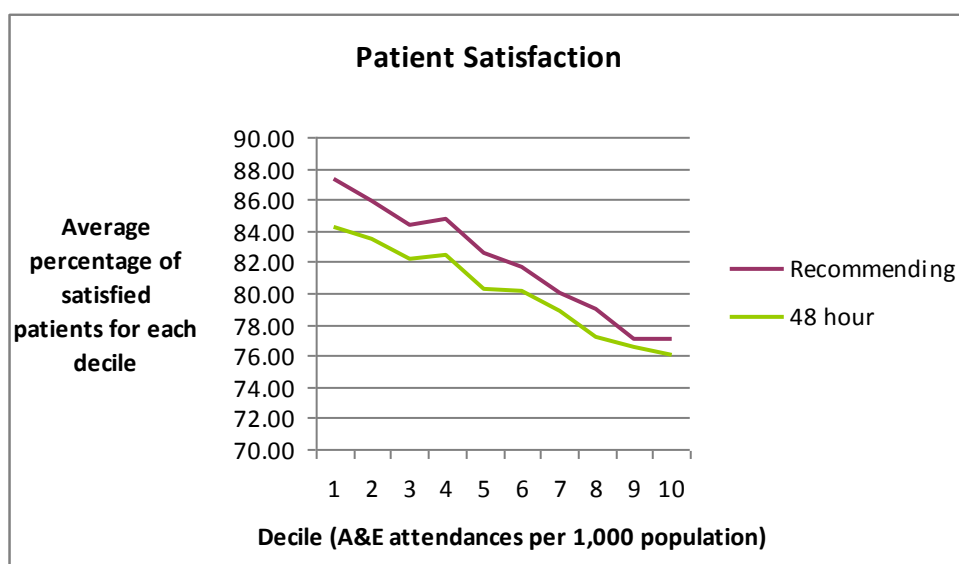


Table 2 divides all England practices into 10 equal groups, depending on the Index of Multiple Deprivation (IMD). For example, the practices in the first decile will be the 10% of practices with the lowest IMD score (the least deprived) and those in the tenth decile will be the 10% of practices with the highest IMD score (the most deprived).

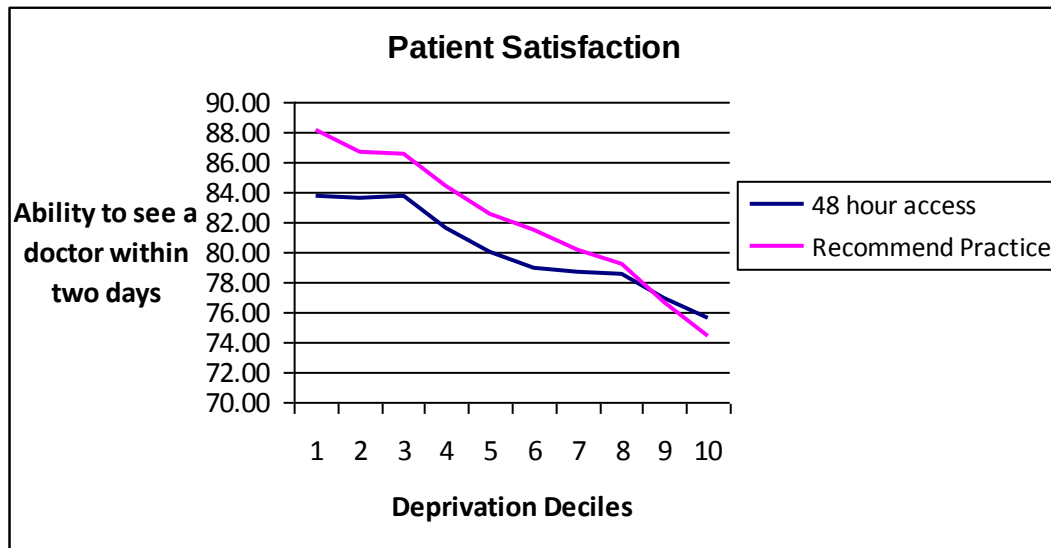
The table also tabulates the average proportion of patients that would recommend their practice and the average proportion of patients are satisfied with being able to get an appointment within 48 hours, as measured through the GP Patient Survey.

Table 2

Decile	Average percentage of patients that said they would recommend their practice (GPPS)	Average percentage of patients that said they are satisfied with the 48 hour access in their practice (GPPS)
1	88.07	83.79
2	86.62	83.53
3	86.59	83.70
4	84.36	81.58
5	82.49	79.95
6	81.46	78.96
7	80.16	78.69
8	79.16	78.50
9	76.72	76.89
10	74.34	75.57

This suggests that the more deprived the practice population, the lower the patient satisfaction with access and the fewer patients that would recommend their practice. This is shown in Graph 2.

Graph 2



Comments

This analysis shows that attendance at A&E may be related to satisfaction with and ability to access general practice services.

It should be noted that we have not investigated other factors that may affect A&E attendance such as the distance of residence from A&E, the numbers of GPs and the number appointments available per head of the population. Therefore, we are unable to quantify the impact of patient access to general practice on A&E attendances due to the multiple complex causal relationships that would need to be investigated

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