

## **Annex 2 – Summary of Island Analysis survey results**

Over the summer of 2014 CICRA commissioned survey company Island Analysis to conduct an on-line survey of patients' views of primary healthcare services.

The level of response was excellent and there were a large number of additional comments given. The survey received just under 1,000 responses in the 4 weeks it was posted online, and covered a range of age and income levels, but with a bias towards the over 40 age groups and middle to higher incomes. The median income of respondents was in the £50-£70k pa income range. 69% had visited their GP once to five times in the past 12 months, and 7% had seen their GP more than 10 times in that period.

Overall there is a high level of customer satisfaction with GP services in Guernsey. 88% of respondents felt the quality of their GP service was good or very good and fewer than 5% considered it poor. 70% felt that availability of appointments and the choice of GP was good or very good. Compared to the UK, respondents had a much more favourable view of the service delivered by their GP practice, for example the British Social Attitudes survey for 2013 put satisfaction with GPs at 70-75% with 10-15% considering the service poor.

Despite the high level of customer satisfaction, a significant number of respondents expressed concern about the cost of seeing a GP. 69% of respondents felt that the cost of GP appointments was "expensive" or "very expensive" and fewer than 20% thought that charges they were about right or good value. One in four, respondents indicated that they had struggled to pay a GP or A&E bill for themselves or a family member. Half of respondents reported putting off or delayed seeing their GP because of the cost involved and 32% of family members had taken the same decision. This figure rose to 4 out of 5 (80%) of the respondents who had to pay for the full GP charges themselves.

The survey identified that the most common way to pay for primary care costs (both GP and A&E fees) was through some form of insurance or friendly society cover (not all policies cover the cost of GP appointments); but 42% paid for these costs "out of pocket", (patients covered by social security payments made up a very small proportion (approximately 1%) of respondents). Of the 4 in 10 without insurance, and therefore paying "out of pocket", 36% said they could not afford cover, 26% did not feel it offered good value and 17% could not get cover or affordable cover because of pre-existing medical conditions.