

## L & SC Integrated Care Board Primary Care Contracts Sub-committee

<b>Date of meeting</b>	14 <sup>th</sup> August 2025
<b>Title of paper</b>	GP Patient Survey
<b>Presented by</b>	Amanda Bate
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<b>Agenda Item</b>	7
<b>Confidential</b>	No

### Purpose of the paper

The purpose of this report is to **Alert** the committee to the General Practice Patient Survey and **Assure** the committee that the survey is directly informing actions to address variation in service delivery and also shape future commissioning intentions.

### Executive Summary

The results of the General Practice Patient Survey 2025 were published in July 2025 and reflect on people's experience of healthcare services provided by general practices. The results also capture current attitudes to pharmacy and dental services.

In Lancashire and South Cumbria, the survey was completed by 22,201 people which is a 27 per cent response rate.

Nationally the survey results have not been compared to previous years due to changes in the questions and methodology. However, locally where the same questions have been asked a comparison is included in the attached summary report.

The results are relatively similar to previous years with some minor fluctuations in places, largely improvements. For the majority of questions, the Lancashire and South Cumbria score is above the national average.

Sub-committee members may recollect recently receiving the GP Action Plan 2025/26 which described plans to tackle variation in general practice service delivery and target a nationally funded support offer. This was informed by metrics including patient access and experience.

In addition, the results of the survey are also being considered by general practice, pharmacy, and dental commissioning colleagues to inform the development of commissioning intentions.

### Recommendations

It is recommended that the sub-committee notes the report.

**Governance and reporting\*** (list other forums that have discussed this paper and any other engagement that has taken place)

Meeting	Date	Outcomes
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Primary and Community Commissioning Senior Leadership Team	15/9/25	Noted (to inform commissioning intentions)		
ICB Executives	29/9/25			
Conflicts of interest identified				
N/A				
Implications				
If yes, please provide a brief risk description and reference number	YES	NO	N/A	Comments
Quality impact assessment completed			x	
Equality impact assessment completed			x	
Privacy impact assessment completed			x	
Financial impact assessment completed			x	
Associated risks			x	
Are associated risks detailed on the ICS Risk Register?			x	

<b>Report authorised by</b>	Jane Cass, Director of Partnerships & Collaboration
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