

Exploring the experience and health of carers Mind the gap

GP Patient Survey

Surveys team – Analytical Services

07/09/2020

NHS England and NHS Improvement



GP PATIENT SURVEY BACKGROUND

Survey Size

Sent to around **2.3 million patients** registered with a **GP practice**. Received around **740,000 responses** in 2020. The response rate in 2020 was **31.7%**

Criteria

Patients **aged 16 or over** can be sent a survey and have to have been **registered with current GP practice for 6 months or more** at the time of sampling

Orgs

The 2020 survey covered **6,821 GP practices** and all 135 Clinical Commissioning Groups

Q59

Do you look after, or give any help or support to family members, friends, neighbours or others because of either:

- long-term physical or mental ill health / disability, or
- problems related to old age?

Don't count anything you do as part of your paid employment.

- No
- Yes, 1 to 9 hours a week
- Yes, 10 to 19 hours a week
- Yes, 20 to 34 hours a week
- Yes, 35 to 49 hours a week
- Yes, 50 or more hours a week

'Non carers' are those who answered 'No' to Q59 and 'Carers' are those who answered one of the following to Q59:

- 'Yes, 1-9 hours a week'
- 'Yes, 10-19 hours a week'
- 'Yes, 20-34 hours a week'
- 'Yes, 35-49 hours a week'
- 'Yes, 50+ hours a week'

In 2020, we received surveys from **135,000 carers**

CARERS - INTRODUCTION

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of carers are providing
50 or more hours of care
per week



**Around half of carers
(48%) are aged 45 to 64**



**Carers were less likely to be in full-time
paid employment across all ages**



39% of carers
47% of non carers

**Carers aged 16 to 24 were less likely to
be in full-time education compared
with non carers of the same age**



39% of carers
45% of non carers



AUTISM OR AUTISTIC SPECTRUM CONDITION

We heard from around 700 carers with autism or an autistic spectrum condition (1.0% of carers)

Website use



Carers with autism found the **GP practice website more difficult to use** (to find information or access services)

Carers with autism did not find the **receptionists** as helpful



Receptionists

Last appointment



Their **experience at their last appointment was not as positive**. They were less likely to feel they were given enough time, and were being listened to

Carers with autism were at a **higher risk of reporting feeling isolated from others**, and having a **long-term mental health condition**



Health

AUTISM OR AUTISTIC SPECTRUM CONDITION

Website use



Receptionists



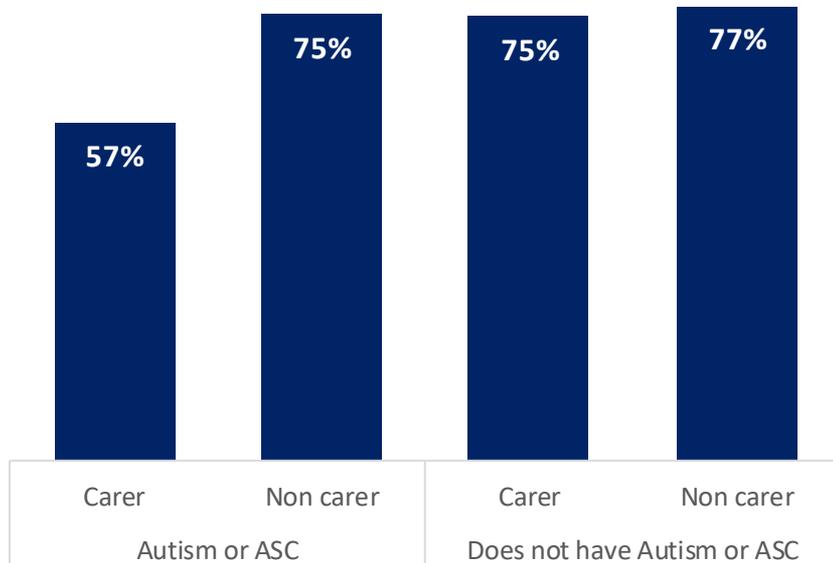
Last appointment



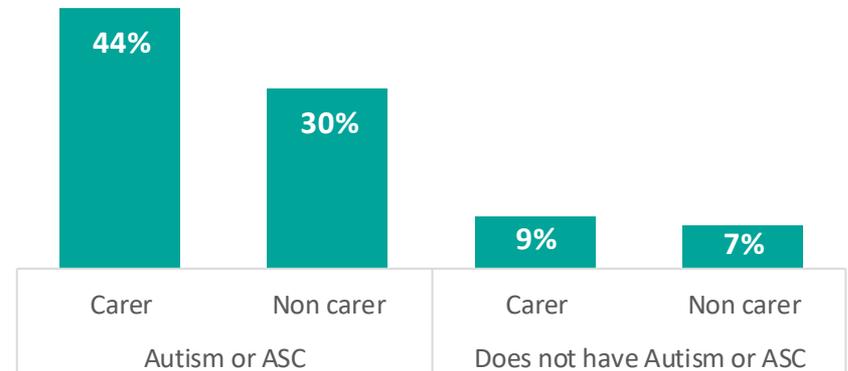
Health



How easy was the GP practice website to use? – Easy%

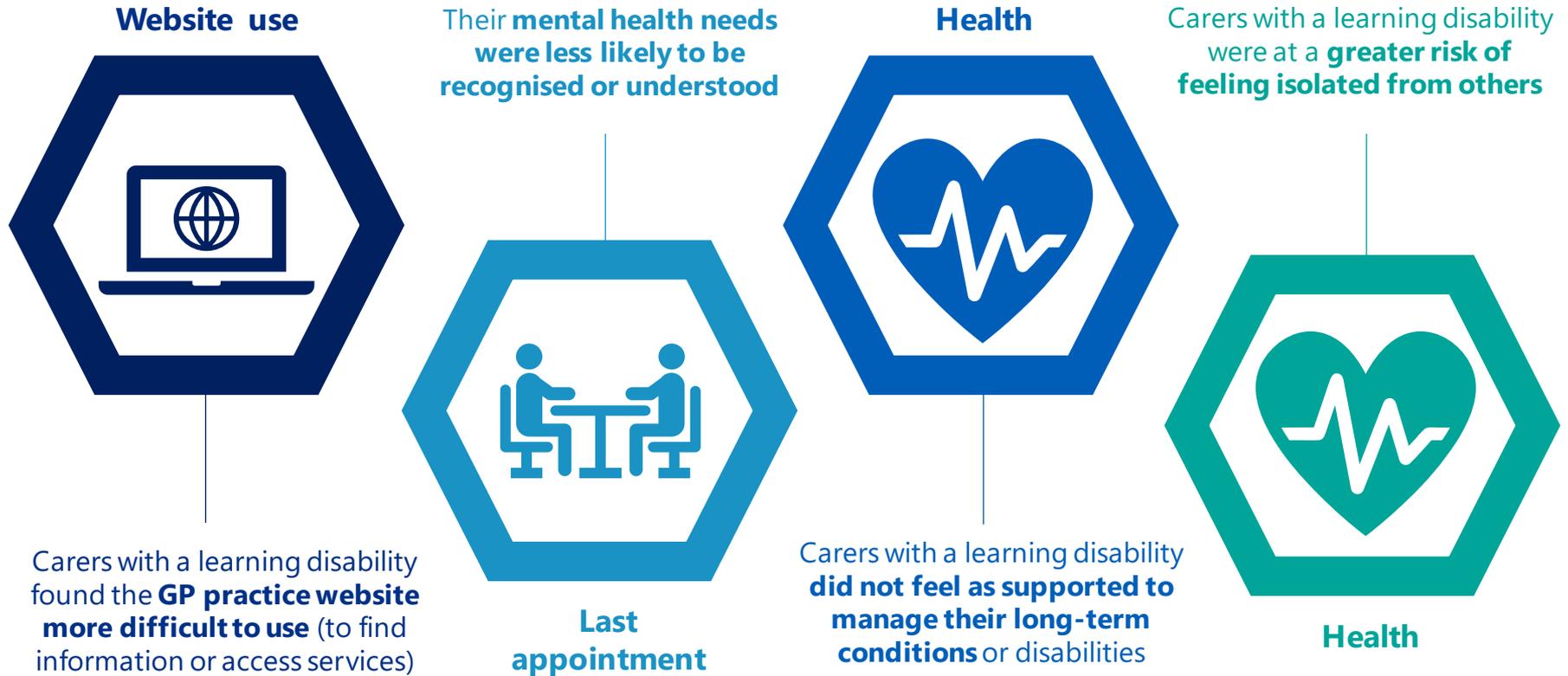


Have they felt isolated from others in the past 12 months? – Yes%



LEARNING DISABILITY

We heard from around 1,000 carers with a Learning Disability (1.3% of carers)



LEARNING DISABILITY

Website use



Receptionists



Health

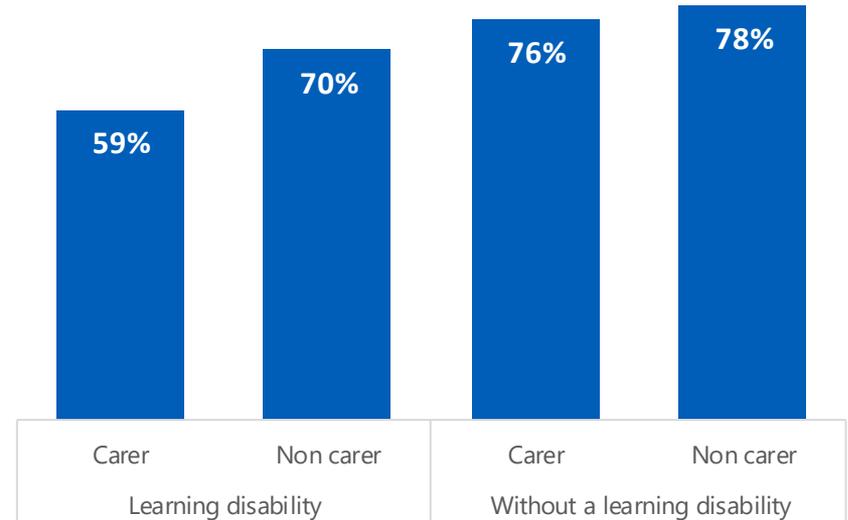
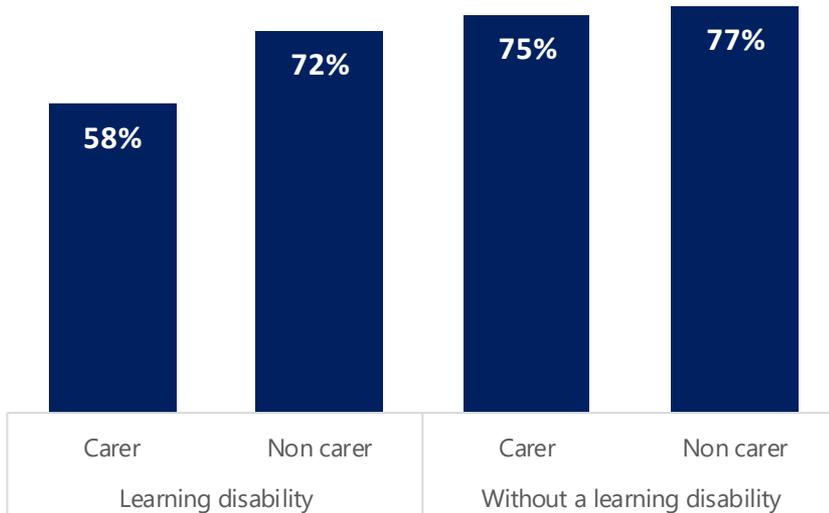


Health



How easy was the GP practice website to use? – Easy%

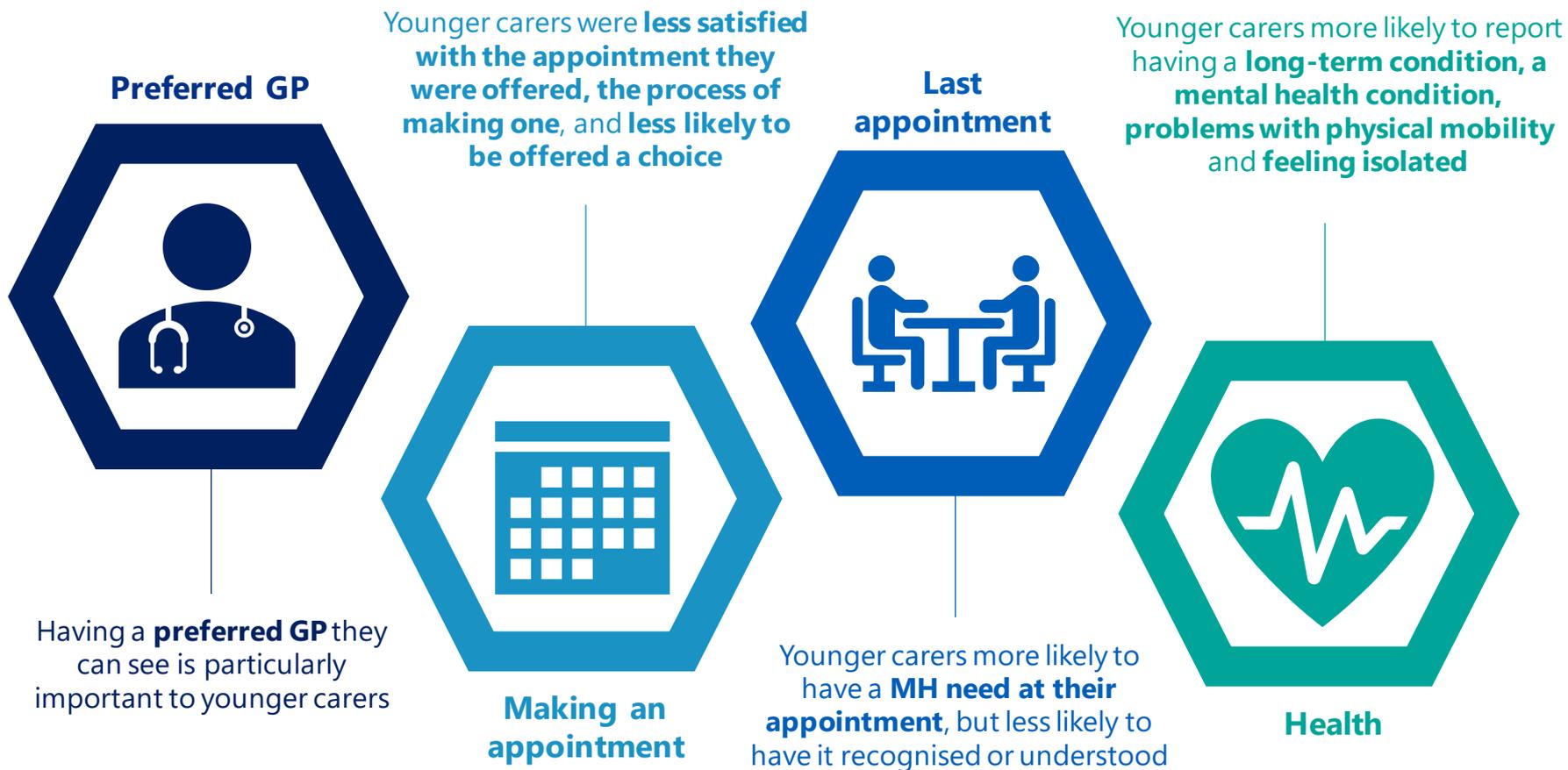
Were you supported to manage your long-term conditions or disabilities? – Yes%



AGE

Overall, the experience of younger carers (generally those aged 44 or below) were poorer, and to a greater degree, when compared with non carers of the same age. Questions around health were particularly poorer for the youngest carers.

Compared to non carers of the same age...



AGE

Preferred GP



53%

of carers aged 16 to 34 had a preferred GP, compared with

40%

of non carers the same age

Last appointment



76%

of carers aged 16 to 34 said their MH need was recognised or understood, compared with

83%

of non carers the same age

Making an appointment



52%

of carers aged 16 to 34 were offered a choice of appointment, compared with

62%

of non carers the same age

Health



47%

of carers aged 16 to 34 had a long-term condition, compared with

32%

of non carers the same age



ETHNICITY

Overall, the experience of Asian carers and carers who selected 'Other Ethnicity' were poorer, and to a greater degree, when compared with non carers of the same ethnicity. Areas which saw a **greater level of variation** by ethnicity and carer status were: long-term condition status, care planning and some elements of last appointment

Health



Black carers (Black, Caribbean, African, Black British) were **less likely to have their mental health need recognised or understood** compared with non carers of the same ethnicity

Health



Asian carers (Asian / Asian British) were **less likely to be satisfied with elements around making the appointment, including satisfaction with appointment offered** compared with non carers of the same ethnicity



Last appointment

Other white ethnicity carers (Irish, Gypsy or Irish Traveller, Any other white background) were **much more likely to report a long-term condition** compared with non carers of the same ethnicity

Asian carers (Asian / Asian British) were **less likely to feel supported to manage their long-term conditions or disabilities** compared with non carers of the same ethnicity



Making an appointment

ETHNICITY

Health



52%

of Other White ethnicity carers aged had a long-term condition compared with

34%

Of Other White ethnicity non carers

Last appointment



71%

of Asian carers said they felt supported to manage their long-term conditions, compared with

64%

of Asian non carers

Making an appointment



74%

of Black carers said their MH need was recognised or understood, compared with

80%

of black non carers

Making an appointment



66%

of Asian carers said they were satisfied with appointment offered, compared with

57%

of Asian non carers



SUMMARY

- In some areas of primary care, carers are more likely to report a poorer experience compared to patients who are not carers.
- Today has highlighted some initial insights into how age, ethnicity, having autism or a learning disability may impact on the experience and health of carers.
- For example, carers who are autistic, have an ASC, or have a learning disability may find the GP practice websites harder to use to look for information and to access online services

Limitations of the analysis

- We have analysed data looking at different patients groups one at a time, it does not consider the intersectionality of different patient groups
- The analysis from the GP Patient Survey is just one source of information that is best complemented with other sources of insight such as knowledge of local regions for example (as the analysis was conducted at the national level)
- The survey only obtains the views of those aged 16 or over