Data Officer activities for the year 2025-26

Summary

Work includes

1. The GP Patient Survey (GPPS) for all practices in what was the BOB ICS
2. The Friends and Family Test (FFT) results for all practices in what was the BOB ICS
3. The GPPS results for 2 of the larger companies who run GP practices: Operose and Modality.
4. A review of the usability of the "RBH Connect" system particularly for older patients who are either less likely to have a smart phone or have only very basic skills with PCs or mobile phones.

1 GP Patient Survey - GPPS

This survey is one of the largest national surveys. About 3 million selected patients are asked to participate. About 1 million respond. The survey was open from January to March 2026. The results were published in July 26. Our analysis was on the RPVG website at the end of August. My thanks to Tom Lake for the initial extract.

We have been following the results for all BOB practices since 2018 and home in on 6 key questions. They are all of the style was your experience of XYZ very good / good / neither / poor or very poor. We have chosen these questions because the results are frequently misunderstood by journalists, patients. practice managers and others. To clarify the results, we take the published results and process them a bit further using a well known technique "percentile ranking". Many PPG members will have come across quartile ranking, where the lowest 25% of the results are placed in the first of the four quartile and so on. With percentile ranking the lowest 1% of the results are placed in the first percentile and so on. Practices with a recent history of any question in the first ten percentiles are a concern.

On a technical point percentile ranking has 2 main benefits

> For a specific question the percentile rank results can be compared year on year. It is unsafe to compare the published results year on year because the medians may be significantly different.
>
> For a specific question the percentile ranked information spreads the results evenly over the range 1 to 100 and the median is 50. However, the medians for the original percentages vary from question to question and from year to year and can even exceed 90%. This is the reason why they are so often mis-understood.

The GPPS percentile rank results are published on our website. Look for "Understanding the Annual GP Patient Survey" in the right column of the home page of https://rpvg.org.uk. There are files for

- All practices in BOB, in West Berkshire, Oxfordshire, Buckinghamshire and Reading

2 The Friends and Family Test (FFT) for primary care

These results are also best looked at using the lens of percentile ranking.

All surgeries have a contractual obligation to upload results to a central database and publish the results locally. The national data is published about 2 months after the end of the month being reported.

The wording of the FFT question was changed from 1 April 2020. The January data for the period 2017 to 2026 has been examined in more detail. Because of Covid there is no national data for Jan 2021 or Jan 2022.

Date range	Lowest median	Highest median
Jan 2017-Jan 2020	91.5%	91.9%
Jan 2023-Jan 2026	93.3%	94.3%

Table 1

The conclusion: pre and post covid FFT data should not be compared.

Date	Number of practices in England	Percentage with 100+ FFT responses
Jan 2018	7484	13%
Aug 2026	6163	40%

Table 2

Conclusion: The NHS is not particularly interested in ensuring that primary care patient experience feedback is gathered on a monthly basis and available for analysis and use at local and higher levels.

A more detailed analysis of FFT percentage and the percentile ranking for the following surgeries is available on request:

University Medical Practice, Balmore Park, Emmer Green, Sonning Common and Strawberry Hill.

The data is for each January from 2017 to 2026 and

For each month Jan 25 to Aug 26.

3. The GPPS results for 2 of the larger companies who run GP practices: Operose and Modality.

This analysis is based on the 2025 GPPS Survey question "Overall, How would you describe your experience of your GP practice?"

OPEROSE 55 practices

Percentile rank	Expected	Actual
Less than or equal to 10 (i.e. very poor)	5	22
Equal or greater than 90 (i.e very good)	5	1

Table 3

MODALITY 32 practices

Percentile rank	Expected	Actual
Less than or equal to 10 (i.e. very poor)	3	11
Equal or greater than 90 (i.e. very good)	3	0

Table 4

4. A review of the usability of the RBH Connect portal particularly for older patients who are either less likely to have a smart phone or have only very basic skills with PCs or mobile phones.

Basically, the needs of this group are not well served by the functionality or the help system.