

Responsiveness of primary care services: development of a patient-report measure – qualitative study and initial quantitative pilot testing

Carolyn Tarrant,^{1*} Emma Angell,¹ Richard Baker,¹ Mary Boulton,² George Freeman,³ Patricia Wilkie,⁴ Peter Jackson,⁵ Fatimah Wobi¹ and Diane Ketley¹

¹Department of Health Sciences, University of Leicester, Leicester, UK

²Department of Clinical Health Care, Oxford Brookes University, Oxford, UK

³School of Public Health, Imperial College London, London, UK

⁴National Association for Patient Participation, Walton-on-Thames, UK

⁵School of Management, University of Leicester, Leicester, UK

*Corresponding author

Declared competing interests of authors: Richard Baker reports grants from the National Institute for Health Research during the conduct of the study.

Published November 2014

DOI: 10.3310/hsdr02460

Plain English summary

Development of a patient-report measure

Health Services and Delivery Research 2014; Vol. 2: No. 46

DOI: 10.3310/hsdr02460

NIHR Journals Library www.journalslibrary.nihr.ac.uk

Plain English summary

General practitioner (GP) practices, walk-in centres and pharmacies provide primary care services. Primary care providers are encouraged to be more responsive to the needs of their patients in the way they organise their services. This study aimed to find out what responsiveness means to staff and patients; develop a patient questionnaire; and explore ways in which primary care organisations (PCOs) can find out about the different patient groups who use their service.

We found from staff interviews that responsiveness involves matching the way services are delivered to patients' needs, so that no patients are disadvantaged. This can mean planning ahead, reacting to patient feedback and responding helpfully to requests.

Our questionnaire was designed to include issues that were important to patients: getting a suitable appointment; getting around the building and using the facilities; how friendly and helpful receptionists are; and getting help to organise ongoing care. Patients from 16 PCOs in three regions were asked to complete the questionnaire; we used their responses to improve the questions in the questionnaire, and to check that the questionnaire produced good-quality data. Getting a good response to questionnaires can be challenging; we made efforts to include groups whose views are often not heard, including the development of an Easy Read version. The questionnaires need further testing to assess their quality.

We found that it is difficult for GP practices to find out which patient groups use their service. GP practices were not always aware of why this might be a good thing to do.

Primary care organisations can use the questionnaires as part of a wider approach to improving their responsiveness to their patients' needs.

Health Services and Delivery Research

ISSN 2050-4349 (Print)

ISSN 2050-4357 (Online)

This journal is a member of and subscribes to the principles of the Committee on Publication Ethics (COPE) (www.publicationethics.org/).

Editorial contact: nihredit@southampton.ac.uk

The full HS&DR archive is freely available to view online at www.journalslibrary.nihr.ac.uk/hsdr. Print-on-demand copies can be purchased from the report pages of the NIHR Journals Library website: www.journalslibrary.nihr.ac.uk

Criteria for inclusion in the *Health Services and Delivery Research* journal

Reports are published in *Health Services and Delivery Research* (HS&DR) if (1) they have resulted from work for the HS&DR programme or programmes which preceded the HS&DR programme, and (2) they are of a sufficiently high scientific quality as assessed by the reviewers and editors.

HS&DR programme

The Health Services and Delivery Research (HS&DR) programme, part of the National Institute for Health Research (NIHR), was established to fund a broad range of research. It combines the strengths and contributions of two previous NIHR research programmes: the Health Services Research (HSR) programme and the Service Delivery and Organisation (SDO) programme, which were merged in January 2012.

The HS&DR programme aims to produce rigorous and relevant evidence on the quality, access and organisation of health services including costs and outcomes, as well as research on implementation. The programme will enhance the strategic focus on research that matters to the NHS and is keen to support ambitious evaluative research to improve health services.

For more information about the HS&DR programme please visit the website: <http://www.nets.nihr.ac.uk/programmes/hsdr>

This report

The research reported in this issue of the journal was funded by the HS&DR programme or one of its proceeding programmes as project number 09/1801/1029. The contractual start date was in October 2010. The final report began editorial review in November 2013 and was accepted for publication in April 2014. The authors have been wholly responsible for all data collection, analysis and interpretation, and for writing up their work. The HS&DR editors and production house have tried to ensure the accuracy of the authors' report and would like to thank the reviewers for their constructive comments on the final report document. However, they do not accept liability for damages or losses arising from material published in this report.

This report presents independent research funded by the National Institute for Health Research (NIHR). The views and opinions expressed by authors in this publication are those of the authors and do not necessarily reflect those of the NHS, the NIHR, NETSCC, the HS&DR programme or the Department of Health. If there are verbatim quotations included in this publication the views and opinions expressed by the interviewees are those of the interviewees and do not necessarily reflect those of the authors, those of the NHS, the NIHR, NETSCC, the HS&DR programme or the Department of Health.

© Queen's Printer and Controller of HMSO 2014. This work was produced by Tarrant *et al.* under the terms of a commissioning contract issued by the Secretary of State for Health. This issue may be freely reproduced for the purposes of private research and study and extracts (or indeed, the full report) may be included in professional journals provided that suitable acknowledgement is made and the reproduction is not associated with any form of advertising. Applications for commercial reproduction should be addressed to: NIHR Journals Library, National Institute for Health Research, Evaluation, Trials and Studies Coordinating Centre, Alpha House, University of Southampton Science Park, Southampton SO16 7NS, UK.

Published by the NIHR Journals Library (www.journalslibrary.nihr.ac.uk), produced by Prepress Projects Ltd, Perth, Scotland (www.prepress-projects.co.uk).

Health Services and Delivery Research Editor-in-Chief

Professor Ray Fitzpatrick Professor of Public Health and Primary Care, University of Oxford, UK

NIHR Journals Library Editor-in-Chief

Professor Tom Walley Director, NIHR Evaluation, Trials and Studies and Director of the HTA Programme, UK

NIHR Journals Library Editors

Professor Ken Stein Chair of HTA Editorial Board and Professor of Public Health, University of Exeter Medical School, UK

Professor Andree Le May Chair of NIHR Journals Library Editorial Group (EME, HS&DR, PGfAR, PHR journals)

Dr Martin Ashton-Key Consultant in Public Health Medicine/Consultant Advisor, NETSCC, UK

Professor Matthias Beck Chair in Public Sector Management and Subject Leader (Management Group), Queen's University Management School, Queen's University Belfast, UK

Professor Aileen Clarke Professor of Public Health and Health Services Research, Warwick Medical School, University of Warwick, UK

Dr Tessa Crilly Director, Crystal Blue Consulting Ltd, UK

Dr Peter Davidson Director of NETSCC, HTA, UK

Ms Tara Lamont Scientific Advisor, NETSCC, UK

Professor Elaine McColl Director, Newcastle Clinical Trials Unit, Institute of Health and Society, Newcastle University, UK

Professor William McGuire Professor of Child Health, Hull York Medical School, University of York, UK

Professor Geoffrey Meads Professor of Health Sciences Research, Faculty of Education, University of Winchester, UK

Professor Jane Norman Professor of Maternal and Fetal Health, University of Edinburgh, UK

Professor John Powell Consultant Clinical Adviser, National Institute for Health and Care Excellence (NICE), UK

Professor James Raftery Professor of Health Technology Assessment, Wessex Institute, Faculty of Medicine, University of Southampton, UK

Dr Rob Riemsma Reviews Manager, Kleijnen Systematic Reviews Ltd, UK

Professor Helen Roberts Professor of Child Health Research, UCL Institute of Child Health, UK

Professor Helen Snooks Professor of Health Services Research, Institute of Life Science, College of Medicine, Swansea University, UK

Please visit the website for a list of members of the NIHR Journals Library Board:
www.journalslibrary.nihr.ac.uk/about/editors

Editorial contact: nihredit@southampton.ac.uk