

Dear colleague

## Thank you and congratulations

Following on from the fantastic news last week, the CCG being rated outstanding by NHS England in their annual assessment, the latest results of the 2019 National GP Patient Survey show that patients in Leeds are positive about the care they receive from their local GP practice.

This means that patients in Leeds are rating their practices at, or higher than the national average in seventeen of the eighteen questions, which means **that overall satisfaction rates are high and patient experience is positive**. This is great news for practices across the city, considering the challenges that primary care is currently facing. The national GP Patient Survey results can be found here: <https://gp-patient.co.uk/Slidepacks2019>

In further excellent news for primary care this week, I'm delighted to say that for the first time **100% of GP practices in Leeds are currently rated by CQC as 'good' or 'outstanding'**, this is a tremendous collective achievement.

I personally want to thank practice staff - from GPs, nurses, practice pharmacists, other healthcare professionals and other staff such as practice managers, receptionists and administrators for their continued hard work, and commitment to providing patient-centred and high quality services.

I know there are many challenges facing primary care and recognise the pressure that all primary care staff work under, so it is even more impressive that you continue to achieve in such a difficult environment. I also want to say thank you to our teams at the CCG who support general practice alongside those who work for the Leeds GP Confederation. As a CCG we remain committed to continuing investment in primary care and to supporting practices, primary care networks and the Leeds GP Confederation wherever we can.

While the overall citywide average results are positive from the GP patient survey, there is some variation amongst practices. I would therefore encourage you to review your own results, perhaps in conjunction with your patient participation group (PPG), to identify any areas for improvement and to consider sharing learning and good ideas across your primary care network.

Once again thank you for all your ongoing hard work.

Dr Simon Stockill

Medical Director and Director of Primary Care  
NHS Leeds Clinical Commissioning Group

