



HUMBERSIDE
LMCs

The professional voice of general practice

Constituent Survey Results 2018

LMC Briefing

Thank you to everyone who took the time to complete our annual constituent survey. The survey is one of the key methods we use to assess our services to general practitioners and identify how we can improve.

83 responses were received from GPs and Practice Managers in North Lincolnshire, North East Lincolnshire, Hull and the East Riding of Yorkshire.

LMC Representation – Key Findings

- 91% of respondents either strongly agree or agree with the statement ‘I can rely on my local LMC to speak up for GPs’
- 80% of respondents either strongly agree or agree with the statement ‘I believe the LMC knows and represents my views’
- 76% of respondents either strongly agree or agree with the statement ‘The LMC is very visible within my local health economy’

“I feel they are very supportive and approachable. I also feel confident they will act on any concerns I may have.”

LMC Services – Key Findings

- 73% of respondents who had contacted us for advice were ‘very satisfied’ with the speed of response to their enquiry
- 77% of respondents who had contacted us for advice were ‘very satisfied’ with the quality of response to their enquiry

“I’d just like to say thank you to the LMC staff for all the support and help over the last couple of years.”

“Whenever I raise a query with the LMC, I always receive a comprehensive answer to my question.”

Areas for Development

We asked respondents to choose the areas of work they would like the LMC to prioritise over the next year. The top three responses were:

1. Training and learning events
2. Support for practices with business improvement and new ways of working
3. Resources and toolkits to help practices with common issues and projects

Other popular choices were: networking opportunities for GPs and practice teams; raising the profile of general practice; and opportunities to speak directly to LMC staff and committee members.

Comments on this section reflected practices' need for support in the rapidly changing primary care landscape:

"Help us prepare for the future so that general practice remains the cornerstone of primary care."

"The provision of policies and procedures to help practices with day to day running would be most useful."

"The training recently organised for GDPR was really good and practical and that's what practice managers need in these times of change practical good training that we can use on the shop floor."

Other comments demonstrated a desire for the LMC to be a strong advocate for general practice, and to reflect the diversity of the community we are here to serve:

"Continue to act as an advocate for general practice in a difficult political climate."

"Continue to try to gain a better representation of views from local GPs."

"Encourage more GPs to sit on the LMC."

"Remain an independent strong voice for primary care and a font of knowledge and wisdom."

Areas for Development

Overall the survey results are extremely valuable to us in providing insight into the areas our constituents would like us to focus on. We were delighted to receive many comments complimenting us on our services to general practice:

"General view is they are exceptionally helpful with a strong knowledge base to support them."

"The LMC offer good support and advice. I have always found the training events full of content and very useful."

"Our local LMC provides us with access to high level, high quality, reliable and sound advice and support. Without this help our predicament would be far worse than it is at present."

The need for the LMC to serve as a strong voice for general practice was highlighted by a number of respondents, encompassed in this response:

"Excellent job in difficult times, remaining independent for me is your best credential and perhaps the hardest to maintain."

Our plans for the year ahead include a number of developments which will enable us to provide an effective service in line with the priorities of our constituents:

- The creation of the new posts of Chief Executive and Business Support Officer will expand the capacity of the secretariat
- The funds we have secured for Practice Manager development will enable us to put a programme of training and support in place, and we have already launched a consultation on what should be included
- We will be expanding our work to improve the interface between primary and secondary care to the North and North East Lincolnshire area following the initial project in Hull and the East Riding.



The Humberside Group of Local Medical Committees Ltd

Albion House
Albion Lane
Willerby
Hull
HU10 6TS

01482 655111
humberside.lmcgroup@nhs.net
www.humbersidelmc.org.uk

Registered in England & Wales. Registered No. 8624868. The Humberside Group of Local Medical Committees Limited does not provide legal or financial advice and thereby excludes all liability howsoever arising in circumstances where any individual, person or entity has suffered any loss or damage arising from the use of information provided by The Humberside Group of Local Medical Committees Limited in circumstances where professional legal or financial advice ought reasonably to have been obtained. The Humberside Group of Local Medical Committees Limited provides representation, guidance and support to GPs and practices. The Humberside Group of Local Medical Committees Limited strongly advises individuals or practices to obtain independent legal/financial advice.

@HumbersideLMC. Follow us for news and updates.