

QOF – Patient Survey 2016/2017

The contractor undertakes a survey of patients who have had contact with the practice (face to face or telephone consultation or prescription) within the past year with the question

“Would you recommend your GP practice to someone who has just moved into the local area?”

1=extremely likely, 2=likely, 3=neither likely nor unlikely, 4=unlikely, 5=extremely unlikely, 6=don't know

In addition the contractor should include one follow-up question-

“Please can you tell us the main reason for the score you have given?” OR
“Please add any comments you would like to make about the practice?”

The contractor should survey at least 2% of the practice list size and need to get a minimum of 50 responses.

Survey Method

The surgery currently has 6957 patients registered and a total of 150 patients (2.15%) were invited to take part in the survey.

Survey respondents fell into one of two categories:

1. Those who attended the surgery for direct contact with a clinician
2. Those who contacted the surgery from other groups (ie. Prescription / Face to Face at Reception).

It was agreed that patients would be asked to complete a pre-printed questionnaire (Appendix A) with space for the chosen follow up question:

“Please add any comments you would like to make about the practice?”

Consideration has been given to ensuring that a wide demographic of patients was invited to complete the survey; with patient of different age, ethnicity, sex and ability were all invited to take part.

Participants had been advised that their responses would be completely anonymous and replies were posted into a box in the Reception waiting area.

Survey Uptake

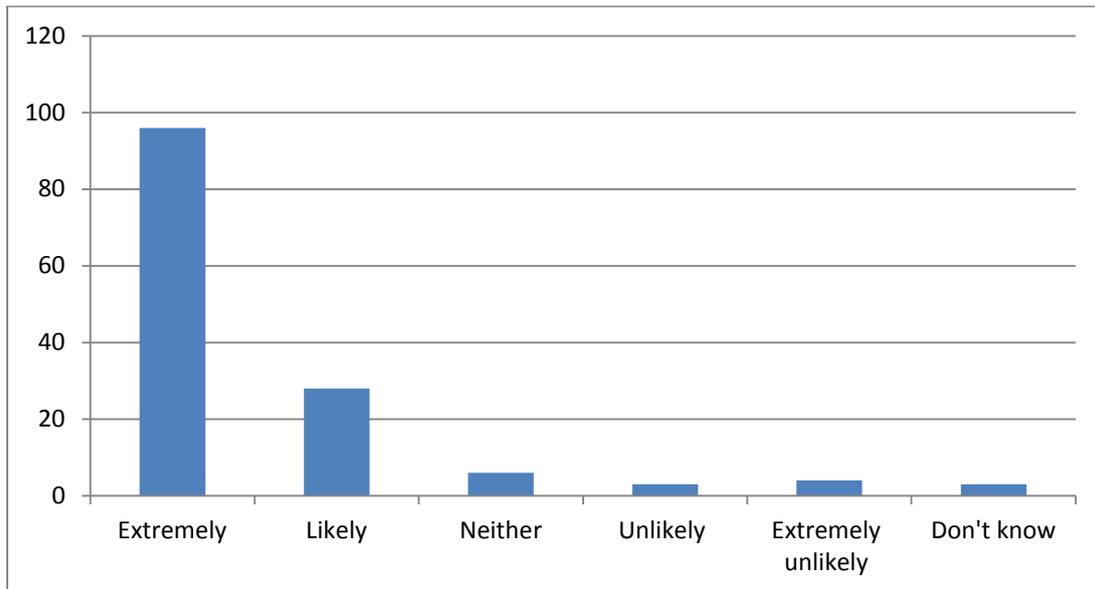
Number of surveys issued	150	100%
Number of responses received	140	93.34%

Survey Results

Would you recommend your GP practice to someone who has just moved into the local area?

1=extremely likely, 2=likely, 3=neither likely nor unlikely, 4=unlikely, 5=extremely unlikely, 6=don't know

1	2	3	4	5	6
Extremely	Likely	Neither	Unlikely	Extremely unlikely	Don't Know
96	28	6	3	4	3
68.6%	20%	4.28%	2.14%	2.85%	2.14%
Total number of respondents				140	



Results Analysis

88.6% of those surveyed would recommend the practice to someone who has moved into the local area.

4.99% of those surveyed would be unlikely to recommend the practice.

When compared to the results from the 15/16 patient experience questionnaire, the surgery experienced a lower recommendation from 92% in 15/16 to 88.6% in 16/17.

Follow up question feedback

Patients were invited to provide feedback about their experiences in the practice (All comments detailed in appendix A).

Feedback can be summarised into 3 categories; positive comments, negative comments & constructive comments.

The positive comments are mainly directed towards the friendly, helpful staff and the good level of access patients have to clinicians.

The negative comments primarily relate to telephone access and the timescale to book an advance appointment with a GP. It has to be noted that both positive and negative comments were received about the new booked appointment morning surgery format.

Constructive comments offer suggestion on how to improve the service given to patients. These will be discussed as part of a Team PBL meeting.

Action Plan

The survey was discussed at PBL in February 2017.

The practice reflected on the outcomes and the comments.

Feedback and survey result will also be posted on the practice website.

The practice continuously reviews its access arrangement and reflects seriously on patient feedback.

PBL Discussion

Practice Manager reviewed results from recent patient survey.

Hillhead Family Practice

Many thanks for agreeing to take this short survey. Your views and opinions will help the practice better understand and influence services.

Please answer the question by putting an X in the relevant box and return the form to the receptionist before leaving the surgery. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Would you recommend your GP Practice to someone who has just moved into the local area?

	Please mark an "x" in 1 box only
1. Extremely Likely	
2. Likely	
3. Neither Likely nor unlikely	
4. Unlikely	
5. Extremely unlikely	
6. Don't know	

Please add any comments you would like to make about the practice:

Appendix B

Positive comments

- *New appointment system is a great improvement*
- *Great Practice*
- *Excellent and helpful staff*
- *Very efficient*
- *Very professional staff in Reception*
- *Attended Dr "x". He was direct, solution focused and I've made progress with long term condition. I feel more hopeful and positive now.*
- *I am very happy with the service provided; thank you*
- *I find everything very helpful. They look after you.*
- *All doctors and staff are very cooperative and helpful.*
- *I would have no hesitation in recommending this practice; it is excellent.*
- *I am extremely happy with the service provided by the Doctors, nurses and Reception Staff.*
- *I have been a patient for 57 years.*
- *I would recommend the practice as they have always been very helpful to myself and my family.*
- *Very helpful*
- *This is an excellent surgery with a high level of service to patients*
- *Always find Reception and the doctors extremely approachable.*
- *Doctors are brilliant and Reception are lovely*
- *Very helpful staff*
- *Great practice*
- *Lovely people and very helpful; well done*
- *I would be glad to recommend the practice as I think the doctors are really good and understanding and the reception staff are lovely.*
- *Very helpful and caring*
- *Great Practice. Doctors and Receptionists very helpful*
- *Super Practice*
- *Receptionists very accommodating and very friendly*
- *Nurse Practitioner – Just super!*
- *Appointment system in the morning is excellent. Staff very friendly.*
- *Very nice people*
- *Very professional staff. Always helpful and display sympathy when required. I would recommend this practice.*
- *I have tried to get my family to change to this surgery as it is extremely good.*
- *First class. Good staff*
- *Glad that you can now ring in the morning to get a same day appointment*
- *Much improved with the new booking procedure*
- *Very good practice. Doesn't just hand scripts out without seeing a doctor first*
- *Helpful friendly staff*
- *Excellent service*
- *Have always been treated with the upmost respect & courtesy by both the Dr's and staff.*
- *A great practice to be part of.*
- *"x" needs a pay rise and is the best in the surgery*
- *Always very accommodating to my needs*
- *Very good surgery*
- *Very caring practice*
- *Friendly helpful reception; good doctors*

- *Staff friendly*
- *Very good practice; staff very friendly*
- *I find the doctors and staff extremely helpful; I appreciate all they do and would have no problems recommending the surgery*
- *Excellent practice, very caring and efficient*
- *Always willing to help in any way.*
- *Reception staff and doctors are excellent.*
- *I would have said extremely unlikely; but since the morning appointments, it's a lot better.*
- *Generally good communication and care*
- *Good support from GP's*

Critical comments

- *Quite hard to get appointments and some doctors don't listen.*
- *Not very friendly*
- *It is a lot harder to see a doctor; I preferred open surgery*
- *Waiting times for appointments can be 3 weeks to 1 month.*
- *The surgery has become an automated practice; just like the rest of them. There is no doctor-patient feeling about the place.*
- *I have been with the practice since Dr MacAuley senior opened. I have seen a lot of changes for the better and some not so good.*
- *The practice is now a business and has lost the personal touch. I have recommended the practice in the past but now I am not so sure.*
- *The appointments are hard to get*
- *Very difficult to speak to a GP from 12 noon to 12:30.*
- *Waiting times for booked appointments can still be long*
- *Problems with booking appointments @ 8am. Poor phone access and by the time you get through all the appointments are gone.*
- *Very disappointed with the system of having to ring up to speak to a Doctor @ 12 noon. It is hard to get through*
- *Long waiting times for appointments*

Constructive comments

- *I would introduce a numbered system with tickets. Number displays on the screen; so people will know how long they have to wait for the nurse*
- *A lot of locums in the practice*
- *Not sure about the new booking system*
- *More appointments to be made available*
- *Appointments are always running late*
- *I have 1 complaint- the withdrawal of Open Surgery*
- *I wish it was easier to get a practitioner of choice*
- *I would like to be able to see a named GP in the morning*