

QOF – Patient Survey 2018/2019

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 6996 patients registered and a total of 200 patients (2.86%) 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

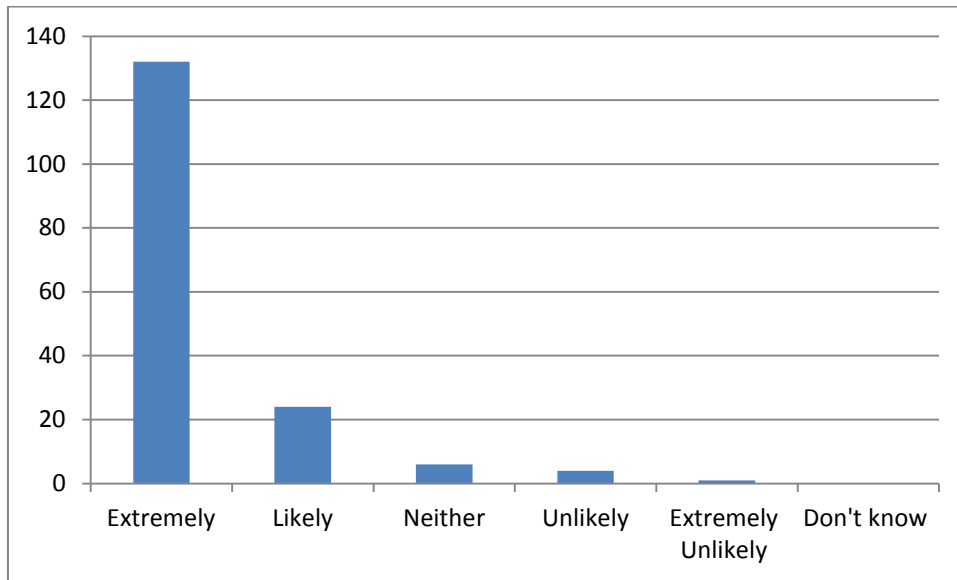
Number of surveys issued	200	100%
Number of responses received	167	83.5%

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
132	24	6	4	1	0
79%	14.4%	3.6%	2.4%	0.60%	0%
Total number of respondents				167	



Results Analysis

93.4% of those surveyed would recommend the practice to someone who has moved into the local area.

3.0% of those surveyed would be unlikely to recommend the practice.

When compared to the results from the 17/18 patient experience questionnaire, the surgery experienced a higher recommendation from 93.16% in 17/18 to 93.40% in 18/19.

Comparison to previous year

Year	Would recommend	Unlikely to recommend
2018/2019	93.40%	3.00%
2017/2018	93.16%	4.35%
2016/2017	88.60%	4.99%
2015/2016	92.00%	4.00%
2014/2015	88.30%	9.80%

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 2 categories; positive comments & negative comments.

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

A number of comments highlight satisfaction in the new morning appointment system and move away from Open Surgery

The negative comments primarily relate to telephone access and the timescale to book an advance appointment with a GP.

Action Plan

The survey was discussed at PBL in February 2019.

The practice will reflect 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

- All good. A friendly service
- I would recommend the practice because the staff are so friendly and cant do enough to help
- Very helpful and attentive
- Very happy with the treatment
- Very efficient and helpful
- The staff at Hillhead are a credit to the community and NHS
- Easy to get an appointment
- Always polite and courteous
- All the staff are extremely helpful and understanding. They are pleasant and go out of their way to be of assistance
- Under a lot of pressure but do their best
- The staff, receptionists and doctors are all very welcoming and caring.
- Very satisfied with the medical provision
- Good, friendly and efficient service
- Good liaison with hospitals and pharmacies
- I have been part of this practice for over 25 years. The staff are amazing.
- Reception/Admin are very helpful and friendly
- Reception staff go above and beyond to assist with any queries
- Great reception staff
- Excellent staff. I would be lost without them
- Brilliant practice 10/10
- The care we have received over the years is excellent
- The staff are very welcoming and the doctors very pleasant
- The fact that you can phone in the morning and either get to speak to a doctor or arrange an appointment is excellent.
- Always very happy with the service
- Very good practice. Brilliant reception staff but too difficult to get an appointment
- The AM appointment system is very good
- Staff are very caring and friendly
- The staff and doctors are first class
- Over the years I have had a wonderful service and no problems.
- Highly professional and caring staff, A credit to the practice
- I have just joined the practice and am very impressed with the service
- Wonderful and helpful staff
- No issues at all. I would recommend
- Very friendly receptionists always willing to help
- Lovely staff, great place
- I admire the hard work and dedication of the staff.
- Very satisfied with the treatment
- Very helpful, understanding and compassionate
- Doctors and staff are very friendly
- Doctors are friendly and willing to take their time to listen. I have recently moved to this GP practice and am happy with the care and advice given so far.

- Pleasant staff always wanting to do their best to help you
- Doctors are understanding and informative
- Very happy with the practice
- Always helpful and ready to give good advice
- I have seen many changes and some good and some not so good.
- The staff are always very polite despite clearly being under pressure
- I have been here for years and have always been well looked after
- I find the doctors to be very helpful
- I feel welcome and it genuinely feels like a family practice
- The doctors treat you as a person. I couldn't fault the reception team.
- Excellent practice
- Brilliant staff
- The doctors are always very supportive and helpful
- Best GP Surgery in Belfast
- Staff are amazing, very professional and try to accommodate as hard as it can be.
- Doctors always explain in detail
- Wouldn't use any other practice
- Brilliant practice- highly recommended
- Caring & professional staff
- Staff very friendly and helpful
- I have been with this practice for 30 years. I consider myself extremely lucky. The doctors are excellent, especially Dr Thompson
- The receptionists are helpful, friendly and compassionate
- The service and staff are outstanding
- We are lucky to be part of this surgery
- Great practice
- Excellent service, staff lovely. Highly recommended
- Excellent service
- Damien is the best. He always takes his time especially with children.

Negative

- Getting an appointment is extremely difficult
- Sometimes hard to get an appointment if not urgent
- Appointments never run on time.
- At times it is the most inaccessible practice.
- It would be nice to be greeted with a smile
- It is very difficult to get an appointment,
- Would prefer return to open surgery in the mornings
- Difficult to get an appointment.
- Very hard to get appointments at times
- Bring back open surgery