

### QOF – Patient Survey 2019/20

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 7074 patients registered and a total of 200 patients (2.82%) 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	<b>200</b>	<b>100%</b>
Number of responses received	<b>178</b>	<b>89%</b>

### 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
140	29	4	2	3	0
78.65%	16.29%	2.24%	1.12%	1.69%	0%
Total number of respondents				178	

### **Results Analysis**

94.94% of those surveyed would recommend the practice to someone who has moved into the local area.

2.81% of those surveyed would be unlikely to recommend the practice.

When compared to the results from the 18/19 patient experience questionnaire, the surgery experienced a higher recommendation from 93.40% in 18/19 to 94.94% in 19/20.

### **Comparison to previous year**

Year	Would recommend	Unlikely to recommend
2019/2020	94.94%	2.81%
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.

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

### **Action Plan**

The survey was discussed at PBL in February 2020.

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

### Positive

- Outstanding Receptionists & Doctors
- Reception staff very helpful
- Very well organised surgery. Reception staff excellent. All Dr's deliver excellent medical care.
- Effective & Efficient
- Great staff
- Love this surgery. Everyone is great
- Fantastic staff who always go the extra mile. Have already recommended to friends
- I have been coming to Hillhead since I was a child. The expertise, care, professionalism & absolute empathy of the entire team is second to none.
- I am so fortunate to have enjoyed such excellent healthcare over the course of my life.
- Staff are always very helpful, polite and kind. The GP's have helped and supported me and my husband through anxiety.
- It's a great service. Staff are brilliant
- Brilliant doctors who always cater to my needs.
- I have always been very pleased with the Doctors
- Best Doctors and Staff
- Nice staff at Reception
- Excellent family practice with a team who assist at all levels. Well managed
- Very pleased with the care that is give in the practice. The reception staff are professional and friendly.
- Staff always pleasant and welcoming
- Dr Thompson always has time to listen. He is very good with children
- Brilliant practice, very helpful & thoughtful. Would have no hesitation in recommending practice to anyone.
- I don't attend regularly however I find the surgery professional. I think the option of same day appointments is good; and the introduction of the physiotherapist.
- Have always found the practice very helpful and friendly although sometimes it is difficult to get an appointment at short notice
- Very friendly and professional service.
- Extremely helpful staff
- Reception staff are great and fab
- Difficult to get an appointment at times (understandable given the pressure on the NHS) but staff are always very helpful in person and over the phone.
- Great staff and doctors
- Staff have always been helpful. I have a child with long term medical needs.
- Very good doctors also staff are brilliant
- My family have always been very well looked after in this practice
- Staff pleasant and courteous.
- Excellent staff
- Brilliant girls; very helpful towards me. Thanks
- The service provided is of a great standard
- Fantastic GP surgery
- I am very happy with the practice
- Really nice staff
- Great staff , always going out of their way to help
- Friendly staff

- Brilliant practice
- Service is fantastic
- Morning calls is a brilliant facility
- Always an efficient service with a smile even when under pressure.
- Online facilities are extremely helpful
- Website has useful advice
- Reception staff approachable and helpful
- Booking for nurses has reduced waiting time
- Very polite and helpful staff at the front desk.
- Kind doctors make me feel very comfortable and welcome.
- Would highly recommend this practice
- Always helpful & quick appointments
- Brilliant practice
- Always very friendly and helpful
- GP's are friendly and helpful
- I can only say that everything and everyone in Hillhead are stars
- Professional, courteous, pleasant surroundings. Wonderful staff
- This is the best Dr surgery in West Belfast
- Staff very friendly
- I am 75 years with the surgery and am always pleased by the help from the staff
- Great doctors
- I have been with this practice for 30 years. I have always found the practice staff to be very supportive and helpful.
- Always seen urgently if needed
- Always been very happy with this surgery.
- Great appointment system
- The receptionists are very helpful. The doctors are very professional
- Excellent service
- This has been my practice for a long time. All the staff are friendly and welcoming and I would highly recommend.
- Practice staff are always accommodating
- I have been here for 30 years. All the staff are amazing. The best family practice out there. Thank you for looking after my family.
- Friendly service
- Brilliant surgery. Highly recommend
- I really like this surgery. The staff and doctors and there to help and brilliant with kids as well.
- Pleasant and efficient. Staff are very good
- Great service all round.
- The doctors and reception always put me at ease and are very friendly
- I have always found both doctors and staff very respectful
- The practice provides a good service when needed.
- The practice is great and I would highly recommend to anyone, and have done.
- Brilliant surgery, go out of their way to help
- Very nice surgery. They listen to you and don't rush you out. Reception girls are lovely and friendly
- Very helpful
- Lovely practice, excellent staff
- Receptionists are very obliging and helpful

- I have been coming here for 33 years. I think the service they provide is fantastic. It is very well run. Doctors are very lucky to have committed staff.

### **Negative**

- The system does not work. Staff 1<sup>st</sup>, patients second
- The new system is wrong. Tried to make an appointment and was told to ring back.
- Have to wait a month for an appointment
- Do not like Reception staff asking why I need an appointment.
- Lost its way – lack of internal communication
- It is very difficult to get an appointment with my own GP. However my own GP is excellent
- Open surgery was a good idea; shame it was stopped.
- Difficulty in getting appointments
- Volume of Dr to patient ratio is an issue
- No evening appointments
- Very hard to get appointments
- Extremely difficult to get an appointment
- Very professional but sometimes very difficult to get through on the phone
- Difficult to get a GP appointment with a female GP
- It is a bit of a nuisance when trying to get through at 8.30am
- Frustrating when seeking an appointment
- One of the biggest hurdles I face is getting my prescription.
- Blood appointments fill up fast
- Too many patients. I don't think it is organised right.
- I find it very hard to make an appointment
- I do think the booking system could be improved. I tried for several weeks to book a non-urgent appointment and I kept being told to ring on Wednesday morning or any other morning, It would be good to book an appointment a month in advance.

### **Suggestions**

- Suggest offering evening appointments to facilitate full time workers.
- Consider extending blood appointments for bloods to every 2 weeks as opposed to weekly.