

Killynether Practice – E261

Drs Neoh, Montgomery, Beck & Kirk

PE001 – Report on Patient Survey 2017-18

PE001 Requirements for this indicator as per QOF guidance 2017-18

“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?” and one follow-up question.

The contractor should survey at least 2% of the practice list size and need to get a minimum of 50 responses. A summary report is required to be submitted to the Regional Board by 31 March 2018”

Method

As part of the requirements for PE001 the practice is required to survey a total of 121 patients (2% of list size). A total of 130 patient survey questionnaires were handed out to patients who visited the surgery on the weeks commencing the 16th and 23rd October 2017. Patients visit the surgery for various reasons i.e. to see a GP, to make an appointment, to request a telephone call from a GP or to order or collect a prescription.

Question 3 of the PE001 patient survey asked the patients to list all of the services that they had received from the practice in the previous year in order to obtain a wide range of service use.

There were 97 completed surveys returned.

PE001

Results of Patient Survey

| | |
|---|-------------------------------|
| Name of Practice | Killynether Practice (E261) |
| Name of Person Completing Survey | Lorna Sims (Practice Manager) |
| Number of Surveys Handed Out | 130 |
| Number of Responses | 97 |

Question 1: Would you recommend your GP Practice to someone who has just moved to the local area?

| <u>Answer Choices</u> | <u>Responses</u> |
|------------------------------|-------------------------|
| Extremely likely | 64 (66%) |
| Likely | 26 (27%) |
| Neither likely nor unlikely | 3 (3%) |
| Unlikely | 3 (3%) |
| Extremely unlikely | 1 (1%) |
| Don't know | 0 (0%) |
| Total | (100%) |

Question 2: Please add any comments you would like to make about the practice:

- Car parking is small, more possibly.
- I am happy with everyone at Killynether Practice.
- Have always been treated very well and in good time by all the GP's.
- Dr Kirk is a wonderful asset to the practice, a man you can talk to the listens to your concerns.
- It's terrible the way the reception area has no privacy. Sometimes several people all waiting at same time. Receptionists could sometimes be more friendly. Waiting times too long to get an appointment.
- All very helpful. Very good practice.
- Excellent doctors, nurses and receptionists.
- Parking facilities are much better but still an issue.
- I find the staff are very helpful if I need an urgent appointment.
- Having moved from Old Mill Surgery to yourselves, I couldn't recommend you any more.
- Very pleased with the Practice & GP's, very helpful.
- This is an excellent practice with an outstanding Treatment Room, top notch all round ☺
- Very good

- Please bring back online prescription and online appointments.
- Hard to get appointments and to phone
- Excellent practice with dedicated staff working under extreme pressure.
- Satisfied with service when needed
- Very good treatment but difficult to get an appointment
- Staff very good, telephone and parking difficult
- Every consideration has been given to me at all times. I could not ask for better.
- Sometimes embarrassing when reception asks what your problem is in front of others.
- All very open, considerate and friendly
- Very helpful
- In general the practice is fit for purpose and client led. Generally the staff are the first point of contact &
- occasionally the odd time you get a person who you feel thinks they are the doctors. Generally though the service by the doctors and nurses is second to none I would recommend highly their skills and patience. getting through on the phone would be the only bug bear to endure.
- Difficult to get an appointment at short notice
- The Practice is very good.
- Very satisfied
- Too long to wait to see preferred GP.
- So difficult to get through on the phone and parking is a nightmare.
- Very satisfied
- No parking space
- Good
- Too long to wait to see preferred GP.
- I have found a change over the last couple of years. The appointment staff are very helpful and doctors very understanding and explaining when I don't understand.
- Good
- Some more available appointments
- I find everyone helpful, doctors all good
- I've been a patient for a very long time and I'm very happy
- I find the practice very good. The receptionists are very helpful and my doctor (Beck) is very understanding and helpful with my illness.
- Very helpful staff who do well in difficult circumstances
- I don't visit my doctor that often, but an appointment time is usually 4 weeks ahead.
- Can't complain about any service I've had except getting an appointment.
- It is unlikely that you will see the same GP twice in a row. I have never met the GP I am registered with.
- Very friendly, helpful staff and great doctors 5*
- Dr's excellent. Feel receptionists could benefit from training on how to deal with the public and the cut off point of their duties.
- It is good to see one Dr rather than a variety.
- 2 weeks to see a Dr is too long
- Very helpful, friendly staff. I come from Bangor but I like the doctors here.
- I feel that the phone call consultation is useful it is relied upon too much. Something that may seem straight forward may not.
- Staff very helpful, very happy with the care given to me at this surgery. Treatment Room staff excellent.
- Very good service from doctors and especially the Treatment Room for my two elderly parents.
- The doctors are very understanding and take time to listen.

- Tracey at the desk always very helpful and courteous.
- Very good.

**Question 3: Which Services have you received from the practice in the past year?
(You may tick more than one box as appropriate).**

| <u>Answer Choices</u> | <u>Responses</u> |
|------------------------------|-------------------------|
| Surgery Consultation | 56 |
| Telephone Consultation | 58 |
| Home Visit | 3 |
| Order Prescription | 71 |
| Collect Prescription | 60 |

Gender:

| | |
|---------------|----|
| Male | 41 |
| Female | 56 |

Age Group:

| Under 21 | 22-34 | 35-44 | 45-54 | 55-64 | Over 65 | Total |
|-----------------|--------------|--------------|--------------|--------------|----------------|--------------|
| 4 (4%) | 12 (12%) | 11 (11%) | 8 (8%) | 17 (17%) | 45 (46%) | 97 |

Do you have any longstanding illness or disability?

| Yes | No |
|------------|-----------|
| 49 | 42 |

Which ethnic group do you belong to?

| Ethnic Group | Responses |
|------------------------|------------------|
| White | 97 |
| Mixed | 0 |
| Black or Black British | 0 |

| | |
|------------------------|-----------|
| Asian or Asian British | 0 |
| Chinese | 0 |
| Other Ethnic Group | 0 |
| Total | 97 |

Which of the following best describes you?

| | Responses |
|---|------------------|
| Employed (full or part time, including self-employed) | 40 |
| Unemployed and looking for work | 6 |
| At school or in full time education | 2 |
| Unable to work due to long term illness | 10 |
| Looking after your home/family | 18 |
| Retired from paid work | 33 |
| Other | 0 |
| Total | 97 |

Feedback/Actions Taken

The Practice welcomes the Patient feedback given and especially the comments provided by those that took time to complete the survey. We are delighted that the majority of these comments are positive and mostly relate to Admin Staff, Doctors and Treatment Room Nurses.

There is awareness that the Practice is working under pressure which we find encouraging in that patients are becoming more aware of the pressures that GP Practices are under.

We note the main area of concern raised is the difficulty to get appointments and the length of waiting time for routine appointments which can be often longer than 2 weeks. We as a Practice are very conscious of this and with the increasing demand our services with more complex patients and lengthening hospital referral wait times, we anticipate that the wait time for routine GP appointments will increase unless further funding is provided by the Health & Social Care Board. However, we are pleased to confirm that each year we have been successful in being awarded additional funding which does enable us to provide evening surgeries during November through to March which does provide some further capacity which we welcome as much as I know our patients do too. We also continue to encourage our patients to join up to our online appointment system which has appointments that are specifically dedicated for those patients that book online, therefore increasing ability to get an appointment at a time that is suitable to the patient as well as reducing the waiting time for a routine appointment. Patients can register for online appointment booking by requesting, in person along with photographic ID, an unique pin number from Reception.

Another issue that has been highlighted by the survey is the continuing difficulty in getting through to the Practice on the phone. This year has seen a change to our phone system in June 2017, which we hoped would address some of the difficulties from before, however regrettably the new phone system transition has not been an easy one for patients nor staff. We are continuing to work with the new phone provider to improve the patient experience. Since the installation of the new system we have made a number of improvements and have now been able to introduce call queuing to our phone system. Whilst this normally improves customer experience, we are aware that not all patients have experienced a positive change. During peak phone times 8.30am to 10am this has resulted with patients getting stuck in a loop and being directed back to the main auto attendant message. We continue to work with the phone provider in relation to patient feedback and we encourage our patients to let us know of any difficulties they are experiencing.

This year also saw a new change to our online repeat prescribing system in September 2017. We appreciate that many of our patients use online repeat prescribing as well as on line appointment booking. We encourage our patients to register with online repeat prescribing and whilst our current system at the time worked efficiently, we needed to link in it to our clinical system which required a system change. This need for change was expedited due to concerns regarding Data Protection which is why the changeover resulted in around one week where patients were not able to access an online prescription system while we changed over. We are now pleased that all existing patients as well as new

patients are accessing our new online system with ease. However if patients do experience problems accessing the online system we would like to hear from them to assist them in getting back on line as quickly as possible.

Lastly, we mention the changes to our Car Park this year also, which has increased our car parking facility by 4 parking bays as well as introducing a one way system. Whilst we appreciate that during peak surgery times, car parking still doesn't meet our requirements, we are pleased that the new one way system does provide more flow and hopefully some ease for patients.