

**KILLYNETHER PRACTICE – E261
DR’S NEOH, MONTGOMERY, BECK & KIRK
PE001 – REPORT ON PATIENT SURVERY 2018-19**

PE001 Requirements for this indicator as per QOF guidance 2018-19

“The contractor undertakes a survey of patients who have had contact with the practice (face to face, 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 area?”

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 31st March 2019.

Method

As part of the requirements for PE001 the practice is required a total of 121 patients (2% of list size). A total of 100 patient survey questionnaires were handed out to patients who visited the surgery on the week commencing the 15th and 22nd October 2018. Patients visit the surgery for various reasons i.e to see the GP, to make an appointment, to request a telephone call from a GP or to order or collect a prescription, letter or sickline.

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

There were 85 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	100
Number of Responses	85

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	55 (65%)
Likely	21 (25%)
Neither likely or Unlikely	4 (5%)
Unlikely	2 (2%)
Extremely Unlikely	2 (2%)
Don't know	1 (1%)
	(100%)

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

- ✓ New and pleasant ladies on reception these days.
- ✓ Doctors very helpful.
- ✓ Very good, always good help.
- ✓ The practice is now pro-active and is looking to the future.
- ✓ Extremely Helpful and polite/professional reception staff.
- ✓ Great that there is a pharmacist in the practice.

- ✓ Good to have 8:30am appointments available in the treatment room.
- ✓ Always Very helpful and friendly.
- ✓ Very efficient and helpful both on the phone and face-to-face. Receptionists very pleasant.
- ✓ Sometimes long wait to see own GP. Locum Doctors don't know your past medical history.
- ✓ More time to see doctor.
- ✓ Well pleased with the surgery.
- ✓ Fantastic practice.
- ✓ Very happy with the GP service. All Doctors work hard to keep you happy.
- ✓ Receptionists very helpful and good information given
- ✓ Excellent and efficient service
- ✓ Tracey on reception is extremely helpful at all times. Always friendly
- ✓ Very happy. Staff are all polite
- ✓ Very hard to get appointment and staff think they are doctors.
- ✓ All Doctors are very good.
- ✓ Difficult to get through on the phone a lot of the time. Remove that message 'your call is important to us'
- ✓ Inability to get an appointment, perhaps drop in or late night.
- ✓ Too difficult to get an appointment.
- ✓ No privacy when talking to receptionists.
- ✓ The practice suits my needs and I hope appointment times can be reduced.
- ✓ More appointments available.
- ✓ Quite a wait both on the phone to make initial apt and some wait to see GP.
- ✓ Girls at reception are great.
- ✓ Very pleased with the very efficient attention I have had on every occasion and could not speak highly enough of the practice in general.
- ✓ Make getting through on the phone easier. Length of time to wait for an appointment with named doctors
- ✓ More appointments available
- ✓ Patients are listened to very carefully.
- ✓ Very good
- ✓ Friendly, close to home, nice environment.
- ✓ Great surgery and staff
- ✓ All ok except the doctor call line. Sometimes need to dial 30-50 times-especially Monday mornings.
- ✓ Doctors very helpful
- ✓ Very friendly and good docs
- ✓ Would recommend if apt system was better
- ✓ Should have evening appointments so those able still to attend work can.
- ✓ Reception moved-worse now you've to shout out name,address etc-What about my data protection??
- ✓ Difficult to obtain urgent appointment
- ✓ Extremely helpful
- ✓ Provide good service
- ✓ Need to pay more attention to data protection like DOB on letters coming through post and other places

- ✓ Very hard to get an appointment with a GP
- ✓ Very hard to get a call through any morning, phone system needs to be more up to date
- ✓ Reception area with a bit more room
- ✓ Long app wait to see the doctor you want
- ✓ No problems at all, everyone delightful
- ✓ Staff do their best to accommodate under the present restraints-so many patients and so few doctors and nurses.
- ✓ Generally fine, although routine appt waiting times are very long.
- ✓ The need for reception staff to know what they are doing
- ✓ Waiting too long for an appointment
- ✓ Everything fine
- ✓ Would be great if patients could request to see the same GP about an ongoing problem.
- ✓ Brilliant practice, excellent staff and GPs
- ✓ Mostly helpful
- ✓ First class
- ✓ All good
- ✓ I think all GPs work very hard, many thanks to all of them.
- ✓ Only downside is parking
- ✓ Receptionists often unhelpful
- ✓ Good service from main GP but not so keep on young locums
- ✓ Difficult to get an appointment, I generally don't bother trying
- ✓ Doctors and nurses very friendly
- ✓ Really good GPs but pushed beyond capabilities with such a large practice.
- ✓ Need home visits for disabled adult with autism

Question 3: Which services have you received from the practice in the past year? (you may tick more than one if appropriate)

<u>Answer Choices</u>	<u>Responses</u>
Surgery Consultation	53
Telephone Consultation	47
Home Visit	5
Order Prescription	60
Collect Prescription	52

Gender:

Male	37
Female	45
Declined to respond	3

Age Group

Under 21	22-34	35-44	45-54	55-64	65+	No response
2 (2%)	10 (12%)	6 (7%)	10 (12%)	17 (20%)	37 (43%)	3 (4%)

Do you have a longstanding illness or disability?

Yes	No	No response
40	40	5

Which ethnic group do you belong to?

Ethnic Group	Response
White	80
Black or black British	
Chinese	
Mixed	
Asian or Asian British	1
Other	1

Which of the following best describes you?

	Responses
Employed (full or part time, including self employment)	26
Unemployed and looking for work	5
At school or full time education	2
Unable to work due to long term illness	11
Looking after home/family	9
Retired from paid work	29
Declined to respond	3

Feedback/Actions Taken

The Practice welcomes all patient feedback given and especially the numerous comments provided by patients that took time to complete the survey. We are pleased to have received comments which the majority are positive and mostly relate positively towards our 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. The practice has recently undertaken a review of our appointment system and this patient feedback has been listened to. As a result we have increased our 24/48 hour access appointments as well as releasing more GP Routine appointments each day which are bookable 2 week basis in advance. We also hope to reduce our DNA rate with this change of our appointment system.

We as a Practice are very conscious of this and with the increasing demand on 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 thirteen extra 2 hour session surgeries (Winter Pressures) during November through to March which does provide some further capacity. 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 aged 16+ can register for online appointment booking by requesting, in person along with photographic ID, an unique pin number from Reception.

The patient survey highlighted patients concern regarding privacy at the Practice Reception area and also that the waiting room was too small. Over the past 18 months we have been working with our Landlord to bring improvements to our building aware of our changing needs and growing capacity, amongst the areas of concern that we have asked to be addressed are improved egress around the building as well as patient confidentiality especially at our Reception Desk. We hope that the first phase of this project will commence shortly. However in the interim to ease patients waiting at reception, we advise that Patients can request their local chemist to collect their prescription on their behalf by completing a Pharmacy Consent Form, This will then be coded on their record and the nominated pharmacy printed on the right hand corner of the prescription. Due to Data Protection we now are required to ask for patient name, address and DOB at reception, if the patient isn't willing to give this in a busy reception they can show identification to the receptionist or in special circumstances the patient will be able to use their unique Patient number at the discretion of the Practice Manager.

The survey also highlighted Patients continue to experience difficulty in getting through to the Practice on the phone. This year we have employed additional staff which we hoped would address some of the difficulties, however regrettably with the increased workload within the NHS the staff continue to be under immense pressure especially at GP call time between 8.30am -10.00am. Since the installation of the new system we have made a

number of improvements and have introduced 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 who experience the loop effect to redial. We continue to monitor or phone call volumes alongside our daily workflow and increasing pressure on Doctor time during GP Practice hours.

Lastly, we mention the changes that our Landlord has made 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. A new camera system has been introduced to prevent non-patients from parking as they have to enter their car registration if staying in the surgery for longer than 1 hour. Whilst we appreciate that during peak surgery times, car parking remains limited, we are pleased that the new one way system and camera in operation, provided and managed by our Landlord, now provide some ease for patients.