

**KILLYNETHER PRACTICE – E261
DR'S NEOH, MONTGOMERY, BECK & KIRK
PE001 – REPORT ON PATIENT SURVEY 2019-20**

PE001 Requirements for this indicator as per QOF guidance 2019-20

“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 2020.

Method

As part of the requirements for PE001 the practice is required a total of 121 patients (2% of list size of 6081 patients). The patient survey was conducted via questionnaires which were provided to patients who attended the surgery or could be requested from reception during November 2019. The patient survey was advertised on our website as well as on our Surgery Patient Electronic Communication Board during this time. 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 81 completed surveys returned.

Patient Survey Results 2019-20 (Nov 2019)

Name of Practice	Killynether Practice (E261)
Name of Person Completing Survey	Lorna Sims (Practice Manager)
Number of Responses (min resp 50)	81

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	54 (67%)
Likely	21 (26%)
Neither likely or Unlikely	4 (5%)
Unlikely	1 (1%)
Extremely Unlikely	1 (1%)
Don't know	0 (0%)

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

A few examples of comments given as part of the survey:

- The Practice always try to accommodate our family if at all Practice & it is much appreciated. Under the present NHS service we realise how many cut backs there are across the board, good GPs & Staff must be looked after.
- I feel recent changes have helped to get seen quicker. V pleased with the service.
- Practice is well & efficiently run, only minor problem is phone access due to volume of calls
- Reception Staff very good, considering all demands
- Very hard to get App
- I live in Bangor but would not change to a Bangor Surgery because organisation & Drs in Killynether are excellent
- Very satisfied with this practice

The Practice is committed to continue to take on board all Patient comments both positive and negative and make changes where our resources allow.

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	61
Telephone Consultation	43
Home Visit	1
Order Prescription	65
Collect Prescription	62

Gender:

Male	34
Female	47
Declined to respond	

Age Group

Under 21	22-34	35-	45-54	55-64	65+	No response
	10 (12%)	6 (7%)	6 (7%)	15 (19%)	41 (51%)	3 (4%)

Do you have a longstanding illness or disability?

Yes	No	No response
46	32	3

Which ethnic group do you belong to?

Ethnic Group	Response
White	79
Black or black British	
Chinese	
Mixed	
Asian or Asian British	
Other	1

Which of the following best describes you?

	Responses
Employed (full or part time, including self employment)	36
Unemployed and looking for work	1
At school or full time education	0
Unable to work due to long term illness	4

Looking after home/family	9
Retired from paid work	28
Declined to respond	3

Feedback/Actions Taken

The Practice welcomes all feedback, especially the comments provided by those patients that took time to complete the survey. We are delighted that the majority of these are mostly positively towards our Admin Staff, Doctors and Treatment Room Nurses. We are also encouraged that our there has been an 3 % increase in patients who would either extremely likely or likely to recommend Killynether Practiice to someone that has just moved into the area.

There is an awareness amongst our Patients that the Practice is working under pressure. We find this encouraging in that patients are aware of the pressures that GP Practices are under.

We note the main area of concern raised is the difficulty to get Appointments, Phone lines and Car Parking facilities. We actively encourage our patients to Register for the Online appointment system which has appointments specifically dedicated for those patients that book online, therefore increasing ability to get an appointment at a time that is more suitable to the patient as well as reducing the waiting time for a routine appointment. Patients aged 16+ are able to register for online appointment booking by presenting to Reception, in person with photographic ID and a Unique PIN Number will be issued.

We as a Practice are very conscious 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 this year we have been successful in being awarded additional funding which does enable us to provide extra 2 hour session surgeries (Winter Pressures) during November through to March which does provide some further capacity.

The patient survey highlighted patients concern regarding privacy at the Practice Reception area. We are 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 are pleased to confirm that first phase of this project has already been commenced and we hope that the reconfiguration of the Practice Reception Desk will commence in 20-21. 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 be coded onto their record and the nominated pharmacy printed on the right hand side of the prescription. Due to Data Protection Regulations we now are required to ask for Patient Name, Address and DOB at reception, if the patient would prefer 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. The Practice continues to review our Phone System and have made a number of changes again this year, based on patient feedback. We continue to monitor and review the phone call volumes alongside our daily workflow and increasing pressure on Doctor time during GP Practice hours.