

Orchard Family Practice (Practice Number 477) QOF Evidence 2019/20 **PATIENT EXPERIENCE DOMAIN (PE001)**

Summary Report:

During December 2019 we carried out our Patient Experience Survey.

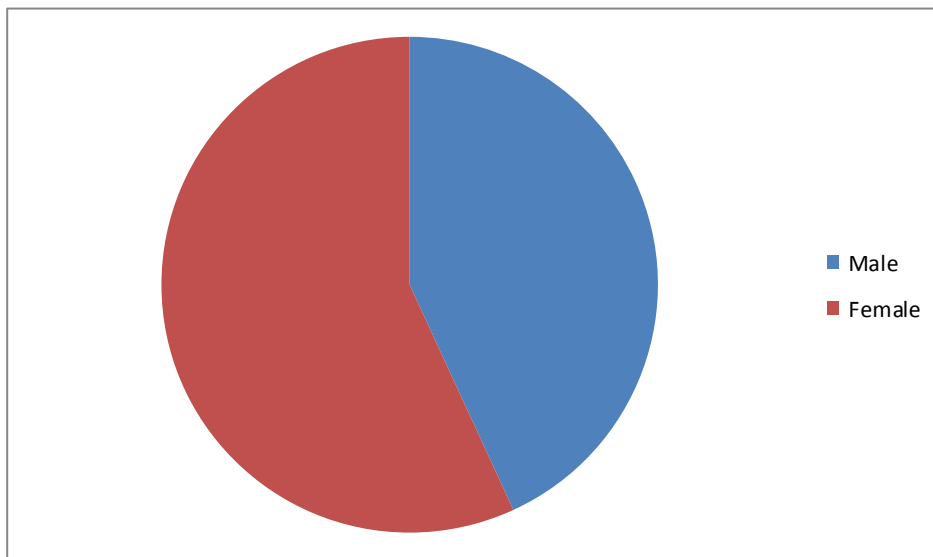
- To meet the quota required to fulfil the survey we had to survey at least 2% of our population.
- Our current population in December was 5082
- 2% - our target number was 102 completed surveys (or at least 50 responses)
- We circulated 120 surveys of which 102 were returned.

The total number of completed surveys returned was 102

How did we contact patients?

We choose several methods of contacting patients in an effort to assure ourselves that we did not disproportionately affect returns for any particular group.

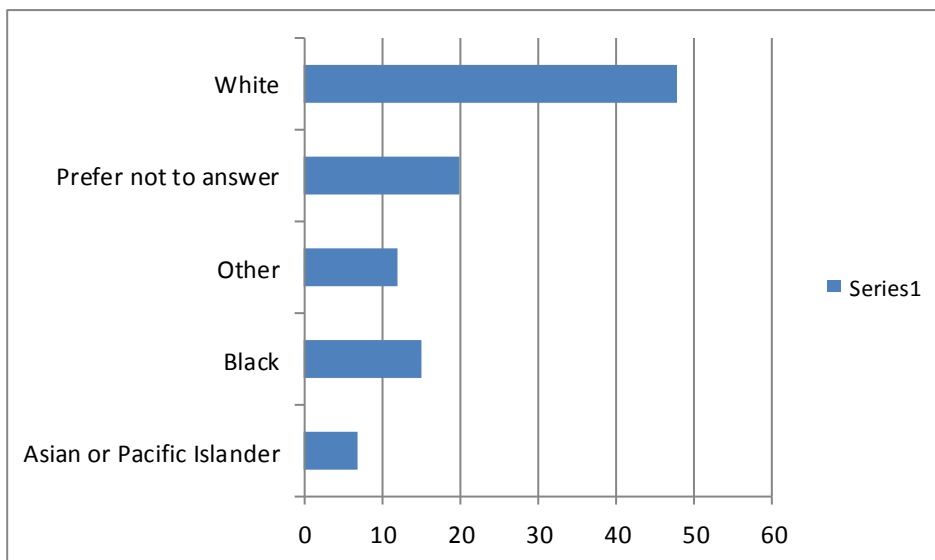
Firstly, we did make some efforts to split surveys between male and female 45% of completed returns were from males and 55% from females.



ETHNICITY OF PATIENT RESPONSE

We made a very specific effort to obtain a more diverse response from our patients, to reflect comments from all sections of our now very diverse ethnic population.

See chart below.



Prior to starting the survey we spent some time considering how we would encourage responses from all groups of patients. In an effort to ensure appropriate responses we split the questionnaires into 2 groups.

Total

59 (60%) of the total questionnaires issued were given to patients who were attending for a **face-to-face consultation**, questionnaires were given to all patients arriving for their appointment, during period of survey with some consideration of their age, disability & ethnicity. There were several forms which were completed with the help of the interpreting service for Northern Ireland.

Total

42 (40%) of the total questionnaires were further split:

- 19 (20%) to be given out to those patients who **simply arrived at the desk** for any other reason i.e. to **collect a prescription**

And;

- 19 (20%) were given to the Practice Manager who made arrangements to post surveys to a random selection of patients who had had a **Telephone consultation** (10 patients) or **Home Visits** (9 patients).

All patients were reassured of anonymity.

Face-to-Face surveys were given to patients on arrival for their appointment and a box was located on reception desk for patients to leave completed surveys before they left surgery.

Similarly patients, who arrived at reception **to collect a prescription**, were given a questionnaire and asked to complete and leave in box provided.

For the remaining group (**Home Visits** and **Telephone Consultations**) the Practice Manager posted the questionnaire to each patient and included an explanatory letter and a stamped addressed envelope for its return.

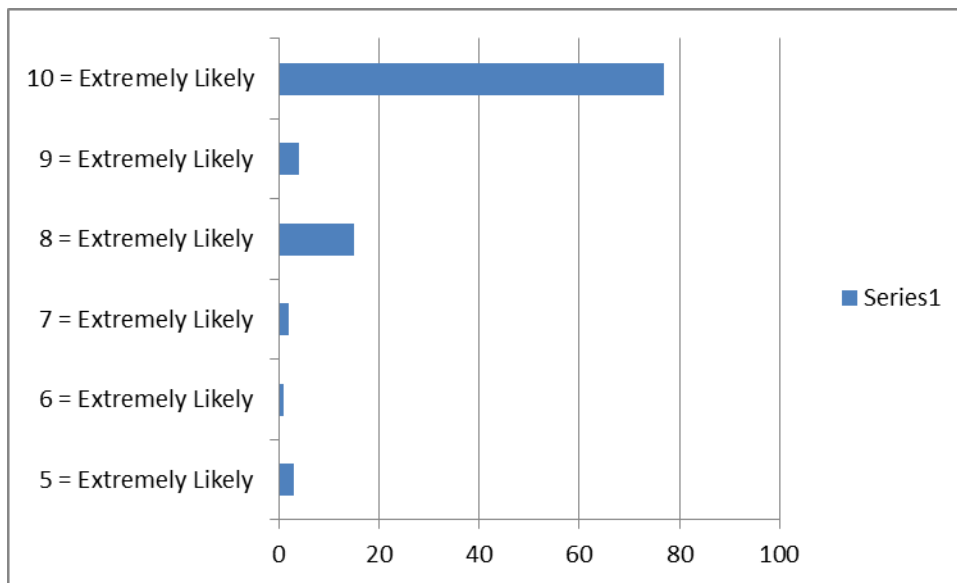
Once again each patient was assured of their anonymity.

The table below shows that we managed to obtain responses from a range of age groups across our practice population.

As per indicator PE001 Patient Experience, this survey included the recommendation question:

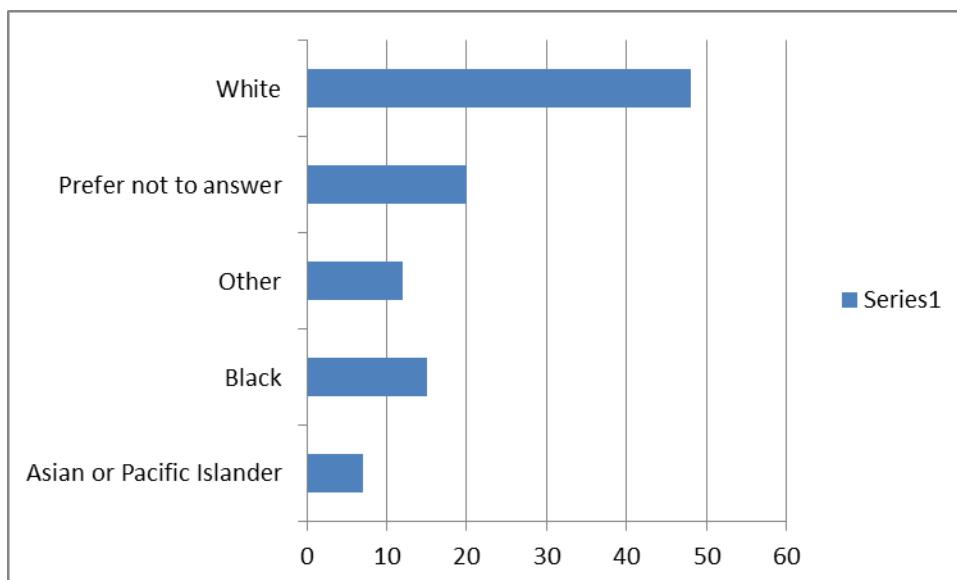
“Would you recommend your GP practice to someone who has just moved into the local area?”

TABLE SHOWS THE PERCENTAGE OF PATIENTS WHO GAVE EACH POSSIBLE CATEGORY OF RESPONSE:



On our scale of 1 to 10 – 100 % of patients choose a score in the “extremely likely” zone (> than 5) which indicates “more than likely to recommend our practice to others”. We are very please with this score, especially as this is a 4% increase from our 96% result from last year.

CHART BELOW SHOWS SPREAD OF PATIENT ETHNICITY OF THOSE SURVEYED:



We made a specific effort to obtain a more diverse response from those taking part in the survey and where necessary we obtained the services of the NI Interpreting Service to help.

PATIENT COMMENTS:

- *Receptionists always very helpful*
- *Difficulties to get an appointment*
- *An excellent medical practice; Friendly and approachable GP's, Nurse and Reception staff; Everyone @ Orchard goes the extra mile to help the patient*

- *Very good friendly practice*
- *Lack of male doctors*
- *Always looked after well*
- *We are new to the practice, very impressed by ability to see GP on same day with children; Letter for Flu Vaccine, for kids, says to wear clothes suitable to allow injection, appreciate this is a standard letter but this should be changeable; Why oh why, is there no parent and child parking?? This is a safety issue. If you have someone who comes and parks too close to you then you cannot get a baby seat back into the back of the car.*
- *Can actually get an appointment*
- *Excellent Doctors; Really kind*
- *Excellent patient centred service*
- *Happy with treatment and courtesy I have received over the time that I have been with OFP*
- *Excellent Service. Very efficient staff*
- *Always recommend my surgery*
- *Only thing I would say your doctor may change from time to time, by appointment, but I don't mind as stand ins can be more helpful than doctor on register here.*
- *Staff very helpful*
- *Quality service and timely treated. Would recommend to family and friends.*
- *Would like to get an appointment sooner*
- *Would have no hesitation in recommending to anyone; Am always singing its praises.*
- *Have never in all my years with the practice had any issues*
- *The staff are great and the treatment first class;*
- *It would be nice if it was easier to get an appointment*
- *Getting an appointment can be difficult at times*
- *Never any bother getting an appointment; highly recommend this practice*
- *Under current NHS pressures I am pleased when I need an urgent appt I am always furnished with one, albeit I only ring if essential.*
- *I feel this practice organises and plans efficiently compared to other practices, as I have friends who can wait significantly longer for an appointment with their GP practice.*
- *Recommended a few friends already*
- *Never had a problem here. Always helpful.*

HOW DID WE COMMUNICATE RESULTS & FEEDBACK TO PATIENT'S:

This report has been published on our practice website (as per our statement to patients on the initial questionnaire).

SUMMARY & ANY ACTION PLANNED:

As per our normal processes we will continue to review appointment availability on a daily basis and address any problems at the very earliest opportunity.

We plan some further focus on patient/staff education on "Sign-posting" for both patients and clinical staff; to encourage patients to consider alternatives before immediately thinking of their GP, i.e. Pharmacy First Service, SPEARS.

We feel it is important to address any DNA activity in the practice both swiftly and fairly.

We will address the issue of the total lack of parking spaces at the health centre and also we have made arrangements to amend the "Flu Letter" used for next years flu campaign.

We are very grateful to receive honest comments from our patients and where it is without our remit and control we will address any issues raised and implement any changes needed to make a positive difference in the future.

Overall we are pleased with the comments and scores counted in this exercise.