

### QOF – Patient Survey 2015/2016

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 6862 patients registered and a total of 150 patients (2.18%) 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

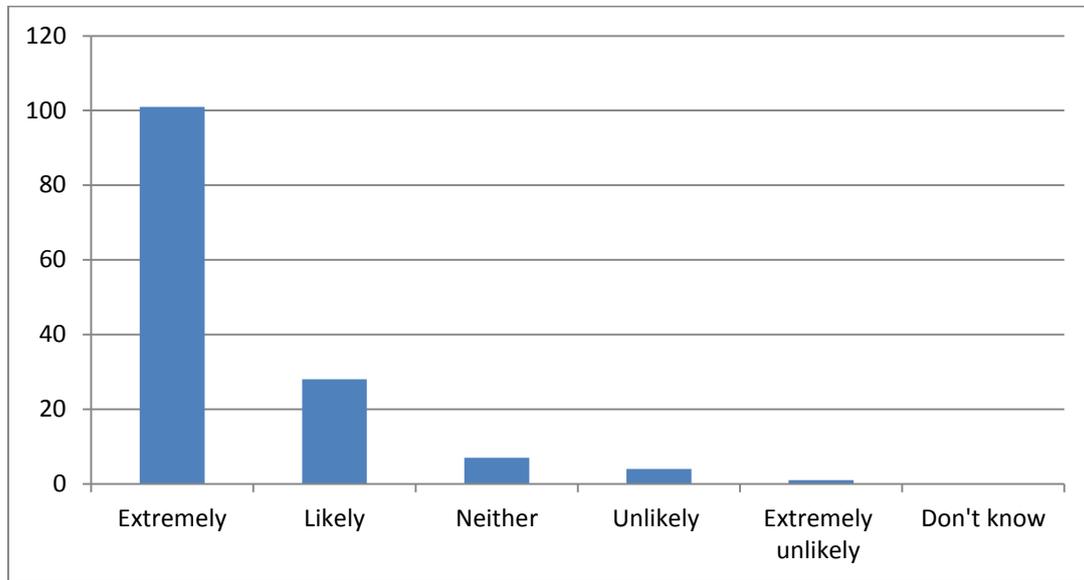
Number of surveys issued	<b>150</b>	<b>100%</b>
Number of responses received	<b>141</b>	<b>94%</b>

### 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
101	28	7	4	1	0
72%	20%	5%	3%	1%	0%
Total number of respondents				141	



### **Results Analysis**

92% of those surveyed would recommend the practice to someone who has moved into the local area.

4% of those surveyed would be unlikely to recommend the practice.

When compared to the results from the 14/15 patient experience questionnaire, the surgery experienced an improved recommendation from 88% in 14/15 to 92% in 15/16.

### **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 3 categories; positive comments, negative comments & constructive 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 waiting times in Open Surgery and the ability to book an advance appointment with a GP. It has to be noted that both positive and negative comments were received about the Open Surgery format.

Constructive comments offer suggestion on how to improve the service given to patients. These will be discussed as part of a Team PBL meeting.

### **Action Plan**

The survey was discussed at PBL in February 2016.

The practice reflected 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.

## 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

- *The Reception staff, nurses and doctors can't do enough for you. Very helpful*
- *In general, really professional and helpful staff*
- *Very friendly reception staff; always welcoming and helpful. Doctors exactly the same. Have had 40 satisfactory years with this surgery.*
- *Myself and family are very happy with the care and attention we get from the doctors. The reception staff and very helpful and approachable.*
- *Everything fine. Service very good and friendly staff*
- *Excellent appointment system and communication*
- *Good caring staff. Pleased about open surgery. Too long a wait for appointments.*
- *Happy with the service offered*
- *Always friendly and comfortable*
- *It's a good GP practice but it would be better to manage appointments when it is busy,*
- *Great family surgery, very friendly staff. Will always try their best to accommodate your needs. No hesitation in recommending.*
- *You are all brill!*
- *The staff are excellent*
- *Always easy enough to get an appointment. Open Surgery can be extremely busy and takes a long time.*
- *I love the surgery*
- *Staff are extremely courteous and efficient. Their friendly manner puts you at ease*
- *Very satisfied with the service*
- *HFP is a great GP service. All the staff are very friendly and more than helpful. I would recommend this practice.*
- *Fantastic office staff. So helpful and courteous and will go out of their way to assist.*
- *Practice is very efficient in all aspects; especially the reception staff*
- *Great friendly and helpful staff*
- *Very professional attitude*
- *The practice has always treated me in a friendly and courteous manner.*
- *I have been a patient of this practice for over 20 years. I have received the very best of medical care. I am very appreciative.*
- *All very good*
- *Doctors are very helpful*
- *I have found the care to be very good. In particular I must commend Damien & Dr Thompson who are both excellent.*
- *Brilliant practice – professional reception staff. Extremely friendly and helpful.*
- *Easy to get appointments and to speak to someone. Friendly staff and doctors*
- *The online service was excellent*
- *I have recommended family members*
- *Happy with the care received at all times.*
- *Really helpful friendly staff. Always go out of their way to help.*
- *Excellent person-centred care from professional and compassionate staff*
- *Staff very friendly. Open surgery each morning is very useful. Staff are very knowledgeable.*
- *I have always found the doctors in the practice to be excellent and willing to go above and beyond the call of duty.*
- *Always seen promptly. Friendly staff. Open surgery is good*
- *Love the doctors surgery; moved here 6 years ago and I recommend HFP to everyone*

- *I don't attend regularly but when I have, I found it to be efficiently run and all staff are very pleasant*
- *I am very happy with GP*
- *I think the open surgery is a beneficial system to see the GP. The waiting times however are too long*
- *Service is excellent. Reception staff are always courteous and doctors attentive. I would recommend the practice.*
- *Been with the surgery a long time and never had any problems.*
- *It would be helpful if sample bottles could be left at the desk and picked up as required by the patient*
- *I like the open surgery element, however it may be helpful if you could pick which doctor you see; while next available is a simple queuing system; if you could go to the doctor you had seen before it will help patients feel more comfortable; especially when sensitive issues are discussed.*
- *More doctors available at 12 pm to take the calls. This period is helpful as it often prevents need for an appointment and may improve waiting times during open surgery.*
- *A practice nurse be available for routine bloods in the afternoon.*
- *Need to change radio station to U105; it caters for everyone as there are a few elderly patients in the waiting room.*
- *Would need another nurse in the mornings to cope with the patients.*
- *Can we get the online system back up and running, it was very helpful*
- *Patients are well cared for by a team of dedicated health professionals*
- *Open surgery is great. Staff are very helpful*
- *Open surgery is invaluable*
- *Opening times suit all*
- *Wide range of clinics*
- *You will always be seen within 24 hours if needed.*
- *Surgery is too busy already*
- *I would be unlikely to recommend this practice as the waiting times for appointments is very long. Open Surgery is so full I often miss a whole morning from work.*
- *Waiting times are too long*
- *Open surgery is too long to sit with young children*
- *Very difficult to get an appointment that isn't 2/3 weeks away*
- *Waiting times are too long*
- *Hate open surgery*