

QOF – Patient Survey 2017/2018

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 6921 patients registered and a total of 170 patients (2.45%) 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

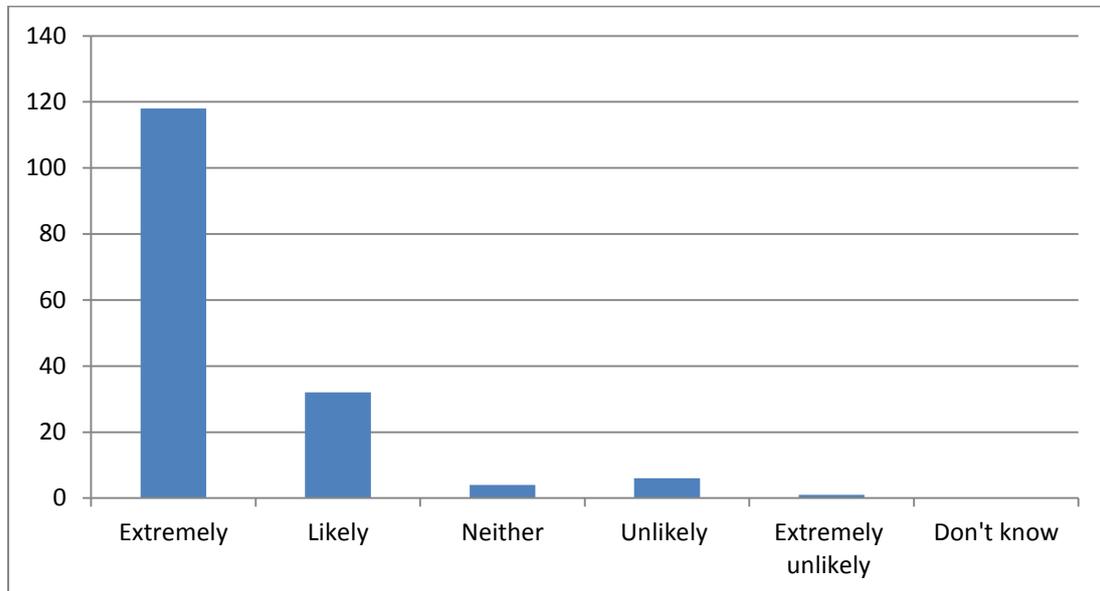
Number of surveys issued	170	100%
Number of responses received	161	94.71%

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
118	32	4	6	1	0
73.29%	19.87%	2.48%	3.73%	0.62%	0%
Total number of respondents				161	



Results Analysis

93.16% of those surveyed would recommend the practice to someone who has moved into the local area.

4.35% of those surveyed would be unlikely to recommend the practice.

When compared to the results from the 16/17 patient experience questionnaire, the surgery experienced a **higher** recommendation from 88.6% in 16/17 to 93.16% in 17/18.

Comparison to previous year

Year	Would recommend	Unlikely to recommend
2017/2018	93.16%	4.35%
2016/2017	88.60%	4.99%
2015/2016	92.00%	4.00%
2014/2015	88.30%	9.80%

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 2 categories; positive comments & negative comments.

The positive comments are mainly directed towards the friendly, helpful staff and the good level of access patients have to clinicians.

A number of comments highlight satisfaction in the new morning appointment system and move away from Open Surgery

The negative comments primarily relate to telephone access and the timescale to book an advance appointment with a GP.

Action Plan

The survey was discussed at PBL in January 2018.

The practice will reflect 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.

PBL Discussion

Practice Manager reviewed results from recent patient survey.

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

Positive

- I have received the best care anyone would expect. I have always been most grateful and appreciative of the care I have received.
- Top class
- Very pleasant staff
- I am very happy with the service
- The staff and doctors are extremely friendly and helpful and try their best to fit you in even if they are fully booked. I am extremely happy with them and would recommend them to anyone.
- First class service
- Dr [xxx] was very pleasant. Excellent service as usual from Reception staff.
- Great service
- Good practice; lovely receptionists
- I feel the practice has improved of recent in regard to booking appointments. Reception are helpful and pleasant as always
- Staff are very pleasant
- Good and fast
- Very professional and caring
- Always friendly and caring.
- [xxx] – one of the nicest. Reception always cheerful.
- I changed practice just over a year ago and I am so glad I did.
- Friendly staff and always helpful
- Been with the practice for over 40 years. Highly recommended
- Good practice staff , very friendly and helpful
- Excellent service from all staff
- Brilliant doctors
- Very good practice staff and doctors. All very nice and willing to help patients.
- Thank you so much for the wonderful staff particularly [xxx] and [xxx]
- I find the staff and doctors great.
- The staff are very helpful
- I am very happy with the practice. Staff are very helpful
- Very friendly and helpful staff
- I find the practice very good
- Very helpful and nice staff
- New appointment system is better than open surgery
- Receptionists are all so nice and extremely friendly
- A find the morning appointments a much more beneficial system
- I don't think there needs to be any improvement
- I have always been a member of this practice. Staff are friendly. I have been accommodated at late notice.
- Great! Always seen when needed
- Very helpful at all times
- They are the best
- All the staff are kind, caring and very friendly
- Friendly staff
- Excellent practice, excellent staff
- The doctors and staff are very nice to all patients. I have never had a problem
- I find the practice extremely efficient and helpful

- Very friendly staff
- I have always been happy with this surgery. Both medical and administrative staff are very kind and professional
- Excellent service for all my medical needs. The practice has widened its service from when I first attended.
- I have just joined the surgery and have to say I find the staff very helpful. I am pleased with the service.
- Excellent standard of service
- I have been with this practice since I was 6 years old; I am now 74. I think the doctors are great and the receptionists very helpful and friendly
- I have been a patient for many years. Highly recommended practice
- Staff are so friendly, they know my first name.
- Have always felt the service of this practice is top rate and would 100% recommend
- Always very helpful when I contact or when request appointments. Staff are friendly
- Happy with service. Doctors and staff are always very helpful
- A very friendly practice. Doctors and receptionists are lovely.
- Online access is brilliant
- Great staff – very helpful
- Very helpful, excellent in an emergency
- Staff always have a smile
- My experience with this practice has always been positive
- I have always recommended this practice

Negative

- I find it hard to get an appointment which is extremely difficult for myself and my health
- Very difficult to get an appointment
- Feel as though there is only one doctor in the practice that understands my needs.
- Appointment system can be frustrating
- Sometime can be a long wait for appointments
- Almost impossible to get an appointment to see a doctor since the open surgery was stopped
- Too hard to get to speak to a doctor if ringing at 12.
- Difficulty with phone access
- Difficult to make a telephone appointment
- I think the open surgery should be reinstated as securing an appointment can be quite difficult
- Waiting time to get an appointment is too long.
- Too few doctors, too many patients
- Appointment times are very unreliable
- I cant get an appointment with a doctor of my choice
- Waiting times are too long