

2016-17 PATIENT EXPERIENCE SURVEY RESULTS

The Practice undertook a survey of patients who had contact with the practice (face to face or telephone consultation or prescription) in January 2017 with the questions:

1. “Would you recommend your GP practice to someone who has just moved into the local area?”
2. “Please can you tell us the main reason for the score you have given?”

RESULTS

200 questionnaires were distributed with 94 returned.

Responses were as follows to the question:

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

Answers	2016-17 %	2015-16 %	2014-15 %
Extremely likely	53.2	50	38.8
Likely	31.9	27	35.9
Neither likely nor unlikely,	9.6	10	11.7
Unlikely,	2.1	2	6.8
Extremely unlikely,	0	1	2.9
Don't know	1.1	4	3.9
No Response	2.1	6	0

PATIENTS POINTS FOR FEEDBACK

- Can never get appointment and prescriptions always messed up.
- Very difficult to get GP appts.
- Can be difficult to get an appointment.
- Limited choice of appointments.
- Giving symptoms to reception is not really acceptable in terms of privacy.
- Some receptionists are off-putting.
- The practice appears very busy almost to the point of being oversubscribed.
- I have been to Canada recently and I found their health service superb, compared to our own. We would be almost 3rd world compared to them.
- After receiving blood tests I have had no follow up appointment with a doctor. I still have symptoms therefore.
- Have rang to see a doctor again!!! Feel as there should have been some sort of follow up regarding my bloods and the next step.
- Had difficulty orderings scripts online.
- One experience was satisfactory, another was not.

PRACTICE FEEDBACK TO SURVEY POINTS RAISED BY PATIENTS

1. Appointments Issues

There is a national crisis in General Practice with rising demand, complexity of medical conditions and significant problems recruiting staff. This has resulted in unprecedented pressure for appointments. In order to provide a service which is safe and reliable, the Practice operates a triage system which enables best use of limited resources and improved continuity of care. Home visits are attended between morning and afternoon surgeries over the lunchtime period, excepting emergency situations which are dealt with immediately.

The appointment system undergoes regular review and takes into account trends and themes from compliments, comments, concerns and complaints. Flexibility and responsiveness are the core values of the practice in working toward positive outcome and feedback in all areas.

2. Busyness of the Practice

General practice is in crisis and faces challenges in the form of patient demographics, workloads, recruitment and retention of doctors. The sustainability of general practice needs urgent attention. Whilst secondary care has been given funding increases, general practice demand has increased dramatically with neither the funding nor the workforce available to meet or sustain this increase. Funding for general practice has suffered real cuts with funding levels for Northern Ireland now the lowest in the UK.

3. Triage – Concerns regarding sharing of symptoms with reception staff

To operate a Triage Appointment system it is necessary for admin staff to record brief/minimal triage information for the Doctors attention. All staff through contracts of employment agree to confidentiality and data protection policies and any breach will be treated as gross misconduct.

4. Follow up regarding blood test results and on-going symptoms

Results of investigations undertaken at the practice e.g. blood test, biopsies, smears etc. are available by phone from reception between 9.30 am & 5.30 pm.

It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so.

Results will only be given to the person to whom they relate unless that person has given prior written permission for the release of this data or they are not capable of understanding the results.

If symptoms persist please use the GP Triage Consultation system.

Results of investigations taken at hospital are not routinely available such results can take up to four to six weeks to arrive.

5. On-line prescription ordering

Following some initial issues reported regarding the new On-Line Prescription ordering system, issues have been addressed and the service is now reported to be running smoothly.

ADDITIONAL FEEDBACK RECEIVED FROM PATIENT SURVEY

- Fast appointment and quick friendly service. We rarely use the surgery but when we do we always have had a good experience.
- Friendly/informed team.
- Good appointment system. Friendly staff.
- I find it extremely difficult (frightening) attending the doctor/anywhere. So it is very helpful to know that the doctor I'm about to see is so understanding and patient. Although I am fearful

phoning up to get an appointment it was reassuring to be able to get an appointment with this doctor. Reception staff always very pleasant and helpful.

- I have always found the service provided by the surgery to be helpful, effective and efficient. I would have no hesitation in recommending the surgery to anyone who needed treatment and care.
- Seems like a friendly and nice place.
- Good Doctors and Staff.
- Friendly, helpful, quick appointments. Don't feel rushed when with doctor.
- I always find the staff helpful and considerate.
- If I need an appointment I am able to call and get one or a doctor calls.
- Good service.
- Always found when I needed an appointment I got one on the day.
- I found the practice very good, never have a problem getting an appointment.
- Very good service. Nice staff.
- If you phone on the day you will usually get an appointment.
- This service is good, because you possible are able to see a doctor the same day.
- I am currently happy with the level of service and care provided.
- Staff very helpful. If necessary you will get an appointment on the day.
- I have always been treated in a professional way. Staff very helpful.
- Always found everyone pleasant and helpful.
- Have been using surgery for years in whitehead. Have no reason to change.
- I always seem to get to see the Dr on the day that I call. However, I am very flexible with times and I think that helps.
- Every time I visit the surgery to see a doctor I have always been treated very well and the doctors are very courteous and have time to listen ever though they are extremely busy.
- Very helpful.
- Was seem promptly, and able to get an appointment the same day.
- Good polite service.
- It is a very good service.
- Very good service.
- Usually satisfactory treatment.
- Great service.
- I have regular contact with this practice as I am also the main carer for two elderly parents. Whether visiting for myself or my parents I have found the service both efficient and friendly. The staff are patient and a visit/appointment is usually the same day.
- Usually receive attention promptly.
- Caring response to patient.
- Always find staff and doctor most helpful and friendly.
- The staff, very helpful and pleasant and I have faith in the services of the doctors.
- Friendly and efficient.
- You can always get to speak to a doctor and if they feel you need to be seen you are seen the same day. Very reassuring/excellent service.
- Doctors are great, *some receptionists are off-putting.*
- Honesty.
- Good patient care but *had difficult orderings scripts online.* Very good follow up regarding chest infections.
- Well done everybody.

- Good service.
- No problems to explain to everyone. Always a quick response. All very helpful.
- I have received good attention for various complaints, especially recently for a lymph node & hyperplasia.
- Always very helpful.
- Staff always helpful.
- Friendly, efficient counter staff and same day appointments when I ring early in morning.
- Good service. Never had any problems.
- Always polite and helpful to suit patients requirements when possible.
- Great service, friendly staff.
- Doctors in the practice experienced and approachable.
- Very helpful.
- One experience was satisfactory, another was not.
- I was lucky to be seen as quickly as I was. Normally a long wait for appointments is the norm.

We would like to thank you for taking the time to complete this survey.