

**Private and Confidential**  
Mrs Margaret Moses  
Dr Morgans and Partners  
81 Prestwood Road West  
Wednesfield  
Wolverhampton  
WV11 1HT

# Improving Practice Questionnaire Report

Dr Morgans and Partners

February 2014



1 Northleigh House  
Thorverton Road  
Matford Business Park  
Exeter  
EX2 8HF

Mrs Margaret Moses  
Dr Morgans and Partners  
81 Prestwood Road West  
Wednesfield  
Wolverhampton  
WV11 1HT

t 0845 5197493  
f 01392 824767

e [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

15 February 2014

Dear Mrs Moses

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=167277>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

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### Your patient feedback

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Details of score calculation
Explanation of quartiles
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Sample questionnaire

## Introduction

### About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

### About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

### Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

## Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	13	54	126	89	29	7
Q2 Telephone access	77	76	89	45	26	5
Q3 Appointment satisfaction	31	70	105	74	35	3
Q4 See practitioner within 48hrs	59	73	98	47	32	9
Q5 See practitioner of choice	116	76	67	31	20	8
Q6 Speak to practitioner on phone	64	66	97	41	16	34
Q7 Comfort of waiting room	9	43	150	71	40	5
Q8 Waiting time	53	112	83	39	18	13
Q9 Satisfaction with visit	0	26	88	92	106	6
Q10 Warmth of greeting	0	18	83	90	120	7
Q11 Ability to listen	0	20	73	89	127	9
Q12 Explanations	0	22	75	91	122	8
Q13 Reassurance	1	25	74	99	107	12
Q14 Confidence in ability	0	19	67	87	135	10
Q15 Express concerns/fears	0	20	78	97	112	11
Q16 Respect shown	0	12	70	86	136	14
Q17 Time for visit	2	23	86	91	105	11
Q18 Consideration	2	18	88	81	104	25
Q19 Concern for patient	0	20	83	85	106	24
Q20 Self care	0	14	92	83	99	30
Q21 Recommendation	2	22	76	72	117	29
Q22 Reception staff	24	39	103	60	82	10
Q23 Respect for privacy/confidentiality	17	43	101	64	78	15
Q24 Information of services	12	58	92	73	67	16
Q25 Complaints/compliments	18	52	103	63	43	39
Q26 Illness prevention	6	49	109	83	46	25
Q27 Reminder systems	15	46	103	72	54	28
Q28 Second opinion / comp medicine	14	40	92	65	39	68

Blank/spoilt responses are not included in the analysis (see score explanation)

Your patient feedback

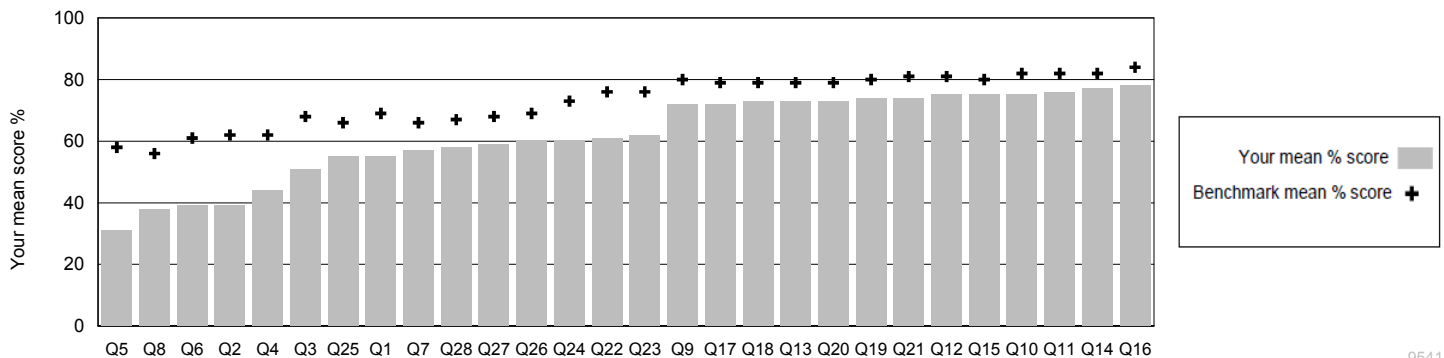
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	55	69	23	64	68	73	92
Q2 Telephone access	39	62	13	53	63	71	92
Q3 Appointment satisfaction	51	68	23	63	68	74	92
Q4 See practitioner within 48hrs	44	62	18	54	62	70	96
Q5 See practitioner of choice	31	58	22	48	57	65	95
Q6 Speak to practitioner on phone	39	61	25	54	61	67	92
Q7 Comfort of waiting room	57	66	27	60	66	71	90
Q8 Waiting time	38	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	72	80	41	76	81	85	97
Q10 Warmth of greeting	75	82	45	78	82	86	96
Q11 Ability to listen	76	82	46	78	83	87	97
Q12 Explanations	75	81	42	77	81	85	97
Q13 Reassurance	73	79	41	75	80	84	98
Q14 Confidence in ability	77	82	43	79	83	87	99
Q15 Express concerns/fears	75	80	45	76	81	85	96
Q16 Respect shown	78	84	49	80	85	88	98
Q17 Time for visit	72	79	38	75	80	84	96
Q18 Consideration	73	79	41	75	79	83	98
Q19 Concern for patient	74	80	43	76	80	84	97
Q20 Self care	73	79	38	75	79	83	97
Q21 Recommendation	74	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	61	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	62	76	43	72	76	80	96
Q24 Information of services	60	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	55	66	31	62	66	70	96
Q26 Illness prevention	60	69	34	64	68	72	96
Q27 Reminder systems	59	68	27	63	68	72	96
Q28 Second opinion / comp medicine	58	67	30	62	67	71	96
Overall score	62	73	35	69	73	77	95

Your mean score for this question falls in the highest 25% of all means  
 Your mean score for this question falls in the middle 50% of all means  
 Your mean score for this question falls in the lowest 25% of all means

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (>12000 patients)

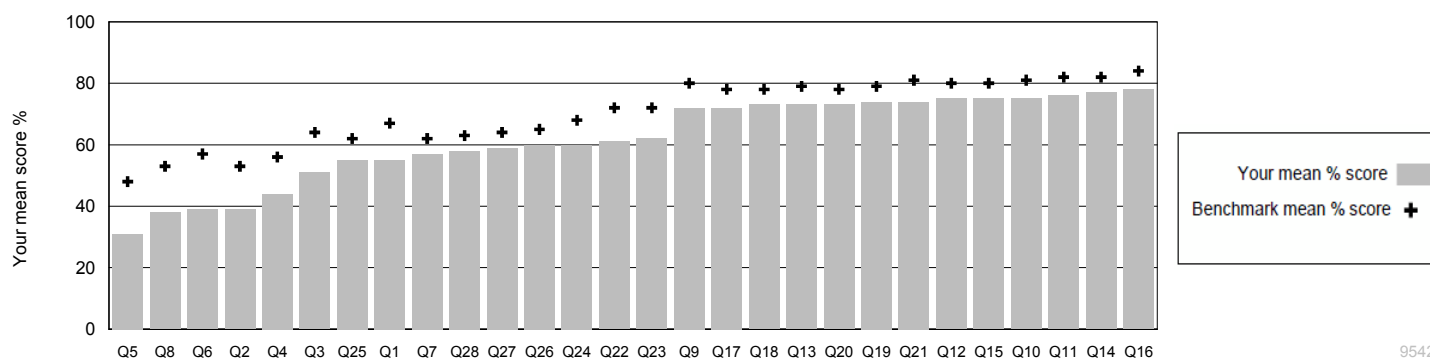
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	55	67	45	64	67	71	78
Q2 Telephone access	39	53	15	46	52	60	77
Q3 Appointment satisfaction	51	64	33	60	64	69	81
Q4 See practitioner within 48hrs	44	56	23	50	56	63	80
Q5 See practitioner of choice	31	48	22	41	48	55	83
Q6 Speak to practitioner on phone	39	57	31	51	57	63	76
Q7 Comfort of waiting room	57	62	47	57	63	68	83
Q8 Waiting time	38	53	28	49	53	58	74
<b>About the practitioner</b>							
Q9 Satisfaction with visit	72	80	60	76	80	84	94
Q10 Warmth of greeting	75	81	62	78	81	85	95
Q11 Ability to listen	76	82	65	78	82	86	96
Q12 Explanations	75	80	63	76	81	85	95
Q13 Reassurance	73	79	61	75	80	83	94
Q14 Confidence in ability	77	82	65	79	83	86	95
Q15 Express concerns/fears	75	80	62	76	80	84	94
Q16 Respect shown	78	84	68	80	84	87	95
Q17 Time for visit	72	78	59	74	79	83	93
Q18 Consideration	73	78	59	74	78	82	92
Q19 Concern for patient	74	79	60	75	79	83	93
Q20 Self care	73	78	61	74	78	82	92
Q21 Recommendation	74	81	60	78	81	85	95
<b>About the staff</b>							
Q22 Reception staff	61	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	62	72	51	69	72	76	83
Q24 Information of services	60	68	45	65	69	72	80
<b>Finally</b>							
Q25 Complaints/compliments	55	62	34	58	62	66	76
Q26 Illness prevention	60	65	42	62	65	68	79
Q27 Reminder systems	59	64	38	60	64	68	80
Q28 Second opinion / comp medicine	58	63	42	60	63	67	77
Overall score	62	70	48	67	70	74	86

Your mean score for this question falls in the highest 25% of all means  
 Your mean score for this question falls in the middle 50% of all means  
 Your mean score for this question falls in the lowest 25% of all means

9542

\*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (>12000 patients)



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## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	25	64	69	50	65	70	74	83
25 - 59	155	62	70	47	66	70	74	87
60 +	117	63	72	50	69	72	75	85
Blank	21	58	69	51	64	69	74	89
<b>Gender</b>								
Female	203	61	70	48	67	70	74	86
Male	88	64	72	49	68	72	75	84
Blank	27	63	69	49	65	69	74	85
<b>Visit usual practitioner</b>								
Yes	158	65	73	53	70	73	76	86
No	108	58	68	44	64	68	72	84
Blank	52	61	69	47	65	69	74	86
<b>Years attending</b>								
< 5 years	74	66	71	47	67	72	74	88
5 - 10 years	53	61	70	47	66	71	75	86
> 10 years	162	60	71	49	67	71	75	85
Blank	29	62	69	50	64	69	73	85

\*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	Current scores	22/02/2013	05/12/2011	24/12/2008
Q1 Opening hours satisfaction	55	61	62	62
Q2 Telephone access	39	44	53	56
Q3 Appointment satisfaction	51	57	59	60
Q4 See practitioner within 48hrs	44	52	53	58
Q5 See practitioner of choice	31	38	42	39
Q6 Speak to practitioner on phone	39	46	49	53
Q7 Comfort of waiting room	57	59	59	67
Q8 Waiting time	38	40	42	41
Q9 Satisfaction with visit	72	72	72	75
Q10 Warmth of greeting	75	74	74	76
Q11 Ability to listen	76	76	75	77
Q12 Explanations	75	74	74	75
Q13 Reassurance	73	73	71	74
Q14 Confidence in ability	77	77	75	77
Q15 Express concerns/fears	75	74	72	76
Q16 Respect shown	78	78	77	80
Q17 Time for visit	72	74	72	70
Q18 Consideration	73	73	72	74
Q19 Concern for patient	74	74	72	72
Q20 Self care	73	73	71	--
Q21 Recommendation	74	75	75	75
Q22 Reception staff	61	68	67	68
Q23 Respect for privacy/confidentiality	62	66	65	65
Q24 Information of services	60	63	64	65
Q25 Complaints/compliments	55	59	56	59
Q26 Illness prevention	60	63	63	65
Q27 Reminder systems	59	62	60	62
Q28 Second opinion / comp medicine	58	60	61	63
Overall score	62	65	65	66

-- no data available, question introduced in October 2009.

\*Dates in the table relate to date of application to carry out the survey.

## Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

## Any comments about how this practice could improve its service?

- Cannot get through when you phone the surgery. Messages are not passed on to relevant staff. You have to ring between 8.30-9 to speak to a doctor what if you need a doctor later in the day.
- Times should be better if appointment is 10.30 then 10.40 is ok 1/2 hour 40 minutes is unacceptable. Car park awful/appointments shouldn't run late! My appointment only take 5/10 minute slots - so should other peoples!
- Better communication for reception staff on communication skills, and dealing with members of the public. Excellent service from doctors and nurses.
- If the opening times and closing times may change to 9am or 10am to 18:00 without a closure in between from 11:45 and 15:45.
- Opening times extended.
- Excellent service once I have obtained an appointment, it has taken over one week to get an emergency appointment.
- Cannot improve excellent would recommend to other people.
- Getting appointments through telephone is quite a tedious process. Also have to call at 8.30am to see the doctor in emergency (actually urgent) situation and the phone is engaged for long time. Sometime engaged a lot. Also telephone service at one time of the day to one branch of the surgery only is also a nuisance.
- Telephone lines - this is very poor, and I am particularly concerned about the elderly patients and their ability to get through - in the past I have spent 30 minutes on the phone trying to get through, in the end I had to drive to the practice to speak to someone.
- Waiting time could be shorter.
- When I need to see doctor for my son they will see us the same day.
- Water dispenser in the reception area. Queues are too long.
- Have more than one window open at reception during busy times.
- Entrance appointment computer a bit dodgy - does not give satisfactory year of birth data.
- The appointment system needs rethinking. It is virtually impossible to get an answer when trying to book in the mornings. It is rare to see the same doctor twice and almost impossible to see a specific doctor.
- Getting through via telephone to make appointments.
- Appointment booking system is inadequate. Need to be able to a few days ahead instead of same day. Receptionist is not warm of empathetic.
- No idea. More doctors?
- Waiting times.
- To be able to book appointment without having to be told to phone back at 8.30 next door. Then find out doctor of your choice is not available, then you have to ring again.
- Always seem to have trouble getting appointments over phone and cannot make appointments in surgery for that day. Long waiting time for doctor of your choice.
- Answer the phone.
- Some members of reception can be abrupt to the point of rudeness, they can make you feel a nuisance, they should remember they are dealing with sick and ill people.
- When you can't get to see a doctor when there is no appointment on the day when it is a emergency.
- Difficulty arranging appointments, especially the length of time waiting to speak to someone on the telephone, unable to see the doctor of your choice, at short notice.
- When phoning for appointment hell of a long time to get through. Long wait to get booked in. Nurses can be a bit off.

## Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

## Any comments about how this practice could improve its service?

- Lessen the amount of time for waiting to see the doctor although appointment has already been made.
- Booking appointments is very difficult.
- I feel more appointment times for patients seeing doctors should be given to avoid the long waits, 10 minutes allowed is not long enough.
- As now.
- Not keep you waiting on the phone and not keep you waiting for your appointment for over a hour.
- Evening surgery for people who work. Better chance of seeing a doctor of your choice.
- Sometimes some of the reception staff can be rather curt with you either face to face or on the phone. I understand it's a busy practice but as the first face you see or speak to a smile or better customer service would be nice (some not all staff).
- Once waiting time exceeds 30 minute - call patients or at least the elderly or small babies, if I had received a call I could have avoided 1 hour waiting with a 1 year old poorly baby.
- Always find everyone I encounter working at the surgery very professional and friendly.
- Not much to improve - always a very good service.
- The booking of appointments at 8.30am is poor, phone is always engaged. A nicer manner on the phone would help too.
- More approachable, well mannered reception staff.
- At times when calling the doctors the reception desk staff can be a little off hand (I appreciate they are very busy), it would also be nice to be offered a choice of doctors. I'm also unhappy about being asked by reception staff, about why I want to see the doctor/what my complaint is!
- Easier booking of an appointment for doctor/nurse making sure rotas are on the computer at least 12 weeks in advance.
- Telephone conversations to patients whole surgery can hear I myself know someone had bowel problems name was repeated and date of birth glad I didn't know them would of reported service.
- More morning appointments. Less time spent on hold. Friendlier staff on the phone. Getting an appointment quicker.
- Getting through to the surgery is a nightmare. Waiting 2 plus weeks for an appointment is poor.
- I think that there should be more staff on desk and they should pick up phone.
- A tannoy like system or screen for the next patient.
- If you need an urgent appointment you call on morning and are triaged and my issue has always been dealt with and appointment given. Although pre-booking an appointment which I didn't feel was urgent for that day I've had to wait 4-6 weeks and felt that was too long to wait.
- I think there are too many patients for this practice.
- More doctors and appointment times. Female doctor too. Limited appointments and you should be able to book appointment in advance.
- Extended opening hours. To able to go to other practices under one doctor.
- It's very difficult to get appointments other than booking well in advance you have no chance if you want it that day always told to ring another day.
- Be able to book appointment at different times not just at 8.30am, most the time can never get in surgery the same day.
- The doctors respect patient and give advice to take care yourself.

## Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

## Any comments about how this practice could improve its service?

- More appointments needed.
- Make telephone easier.
- Early morning, evening or weekend appointments would be of value for working people. May also help if receptionist smile and say thank you - basic customer services sometimes needed.
- Receptionist telephone manner.
- By enabling patients to make doctors appointments with specific doctors. And also reducing waiting times in the waiting room.
- Appointment time is never time I get seen, waiting time is always long, up to an hour after my appointment time.
- It would be nice to be able to ring and book an appointment with a certain doctor and not have to wait a month.
- Still waiting for patient access form. Been waiting 9 weeks so far.
- To be able to get through on phone quicker, takes half hour some days. Long wait to be able to see a GP, even longer to see GP of choice.
- Not able to make an appointment when needed, always advised to phone as an emergency, even when it is not due to lack of available appointments. I feel we should not have to say it's an emergency just to see a doctor.
- Appointments later in the evening/Saturday a.m.
- Practice is good.
- Ten minutes isn't long enough slot for each patient.
- Ringing for appointments.
- Being told to ring the surgery after certain times is not always possible. Being a busy community nurse being asked to ring the surgery at 8.30am or after 12pm is not always possible as I am with patients. Receptionists are not always helpful in relation to this, which leads me to feeling frustrated and my needs not being met.
- The staff could pick the telephone up - very difficult to contact them via telephone to make an appointment.
- When making appointments, I'm sent letters cancelling due to unforeseen circumstance which I appreciate is beyond your control but I'm never offered alternative appointment.
- I have used this practice for 28 years and I would not change a thing.
- Early start for early working patients.
- More staff, more appointments, more doctors.
- Free phone service, reduce wait time on the phone in the mornings.
- My previous doctors let you make appointments, not having to call at 8.30 and be given any time that's left.
- The reception staff are appalling! (All but 1) are rude and I feel as though I have to jump through hoops before I can see someone. They never answer the phone, are not professional and are obstructive when I am ill and need to see a doctor.
- Prescription could be ready on time and in 2 days not 4.
- Having appointments available to book in 1-2 weeks with doctor of choice. Don't always need to be seen same day and working full time difficult to contact for same day as need to attend work, phone - which is always engaged and wait for time slot.
- The phone lines need to be improved, for an emergency appointment I call from 08.30, 40-50 minutes later, still waiting to get through. I then drive to the surgery to speak to reception face to face to be told all appointments are now taken!

## Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

## Any comments about how this practice could improve its service?

- Can never get through at 8.30 and when you do all appointments have gone. But very good at getting my 2 year old in.
- To have more appointments available for late afternoon and evening appointments.
- Cannot believe how much better telephone system, and new appointment is. Fantastic so much better. It was so bad before and not fair on reception staff everyone was grumpy with them and it's not their fault.
- Have longer appointment hours. Not everyone can be ill and wait weeks for an appointment.
- Longer and more opening hours. More female doctors available in the week.
- Emergency appointments - very difficult to phone through, I or a member of the family have had to make a personal visit to the receptionist for an appointment. The last time my husband did this, because of difficulty on reaching surgery by phone, he was told there were no appointments available and it was only 8.50am. After saying it was not good enough one was found.
- By not taking so long to answer the phone having to ring on the day to see a doctor and not being able to make an appointment ahead (unless doctor arranges him/herself).
- Trying to get through on phone on a morning useless engage tone all the while sometimes cannot get through any time and when you do get through you cannot get to see any doctor even when seriously ill.
- Appointment system.
- Contacting by phone needs improving. Unable to get in touch after 8.30, too many answer phones. Reception staff sometimes 'sharp' and unsympathetic. Lighter music in reception area - not operatic.
- It would be better if you could see a regular senior doctor.
- Just to reduce waiting time.
- Would help a lot of patients if this practice opened on Saturdays.
- Nothing too much trouble for doctors nurses and receptionist.
- Improve telephone answering system. Attitude sometimes from reception needs improving much too longer wait to see doctor of your choice.
- For emergency appointments I find it impossible to get through on phone eventually when you do get through there is no appointments. I find that certain staff block appointments and tell you to go to a walk in centre why should I go to a walk in centre when I wish to see my own doctor. I find that the practice is now too big and lacks the personal touch.
- Allow prescription collection any time.
- Better telephone service sometimes you can't get through because it's too busy and you have to phone more than once.
- By phone during early morning very frustrating, receptionist has little time to help, can be upsetting due to their lack of interest in your present situation. But must compliment you on internet service - a good idea!
- Since taking on more patients from other practice is has become at times impossible to make appointments over the phone I believe this needs urgent attention.
- Telephone service needs updating. Difficulty in getting doctor of choice without long delay.
- In the last 2 plus years, I have not been a well man, the customer care, attention, I have is outstanding, thank you for your support!
- Train reception staff on the basics of greeting patients and correctly informing patients of the method of booking 'future' appointments. Also refrain from giving incorrect information with respect to availability of future appointments stress the importance of booking in the right person.
- Improve telephone answer times for booking appointments.

## Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

### Any comments about how this practice could improve its service?

- The medical staff are very helpful, unlike the person who answered my call they were very cold and uncaring. Very dismissive (training needed).
- I do not know.
- More magazines. Less waiting time.
- Extending hours.
- It took me about six or seven weeks to see the doctor on this occasion, the opportunity to see the doctor, was not possible, despite calling several times, appointments should be available for patients who work, call backs from receptionists, to arrange appointments needs to improve.
- Extra appointments out of office hours.
- It's very to book an appointment.
- One member of staff needs urgent customer service training. The way in which they deal with patients is shocking such people shouldn't work for the NHS as they clearly hold the wrong values.
- Very pleased with the service, length of waiting time was long, but there were a lot of patients who needed to be seen. So no complaints from me.
- Appointment booking by phone very very poor no flexibility if working and unable to keep ringing.
- Fit you in when you need to.
- I would say being able to contact the surgery could be better and perhaps reception staff could be a bit more kinder instead of being abrupt. As sometimes to make an appointment to see a doctor can be difficult.
- Improving waiting time for appointments. Regular check ups. Seeing a regular (same) doctor. Opening hours for those who work full time (irregular hours).
- The telephone system should tell you what number you are in the queue to talk to somebody. Telephones are often ignored when they are ringing and I am in the waiting room.
- Time waiting could be improved.
- More appointments times available within days rather than weeks.
- Telephone could be better keeps people waiting too long.
- By making it a lot easier to get through on the telephone to make an appointment.

## Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

## Any comments about how the doctor/nurse could improve?

- Improved waiting area. More relaxed atmosphere/friendly.
- Very very very good cannot improve.
- Doctors/nurses are excellent - particularly one doctor.
- The doctor does their job well.
- Nurses all pleasant. Most doctors helpful, although occasionally a language problem.
- Doctors excellent receptionist leave a lot to be desired.
- Try and get you in if it was not an emergency you would not phone would you.
- All doctors and nurses have been have been excellent and can't fault them.
- They need to explain things more properly especially doctors that can't speak proper English.
- Doctors and nurses are perfect!
- Very good range of doctors and nurses available here.
- Best doctors we have ever had here.
- When you ask for letters to do them and not get you waiting 3 weeks for it.
- Bit easier to get non urgent appointments wanted one for my daughter once no particular doctor and was given 6 weeks wait. I know it wasn't urgent but important enough for me to require her to see doctor and never expected to wait so long.
- Very satisfied.
- Fabulous as always!
- More follow up care - as someone who has just has an operation - the doctors did not contact me at all.
- The doctors/nurses at this surgery are excellent and I cannot fault the care both myself and my daughter have received over our time here.
- Always been happy with doctors I have seen. One nurse is always excellent.
- All answers depend on which doctor/nurse you see. Three are excellent just always struggle to get to see them.
- Doctors and nurses are good. However the difficulty getting an appointment in the first place is annoying.
- It is good.
- The doctor was excellent.
- We cannot get continuity the doctor ordered some blood test was sent to a doctor I did not know for results and they did not know what I had come for. The nurses in this practice are wonderful and caring and go out of their way to help.
- Keep this new system please.
- Doctors and nurses all excellent.
- Doctors and nurses are all good but it is difficult to see the same doctor twice in a row.
- More explanation as to what your illness could be and advice on how to deal with it. The nurses I find are helpful and explain things better, you feel you can approach them.
- Ensuring that clinics are run to correct time. Waiting too long can be stressful.
- Very professional excellent service.



## Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

## Any comments about how the doctor/nurse could improve?

- Very good.
- No - found them to be an excellent doctor.
- The queuing and wait for recall is not acceptable.
- Can't improve excellent service from both doctors and nurses.
- It be more reassuring if patient able to see their preferred doctor, the nurses are very good at this practice.
- They need to do better.
- Talk more in depth about the cause of the illness and what to prescribe for it.
- Place random monitors on reception staff. Preferably secret in order to improve the service which in my opinion the GPs must be unaware of.
- Reminder for routine check ups is currently non existent. It would be nice to see my doctor on each visit, rather than other GPs that don't know my case. Some of the doctors don't spend the time to properly listen to your complaints and believe that they have to answer or solutions, because they are the doctor.
- I am always confident with the doctor.
- I'm happy with the doctors I have seen and have been very helpful to me in the time I have been with this practice.
- None doctor and receptionist were excellent thank you.
- More time spent with people. Myself and many friends all agree that the practice is sliding downhill and often leave unsatisfied with appointment/treatment.
- Doctors and nurses all good.
- I saw the doctor on the 8th and 12th January regarding severe stomach pains, I was prescribed lansoprazole capsules, I have a medical book at home, and the leaflet with the medication suggests a stomach ulcer. It also recommends antibiotics, I wasn't prescribed any. At the moment it is hardly any better, if I awake in the night the pain is such I struggle to get to sleep again.
- Always excellent, no improvement needed.

Supporting documents

## Supporting documents

### Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 318

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	13	54	126	89	29	7

Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(13 \times 0) + (54 \times 25) + (126 \times 50) + (89 \times 75) + (29 \times 100)}{(318 - 7)} = 17,225/311$$

Your mean percentage score for Q1 = 55%

### Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

- Lower quartile, below which lies the lowest 25% of the data
- The median, cuts the data set in half
- Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)
Q1 Opening hours satisfaction	55

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

9541

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

### Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

### Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

### Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

### Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

### Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

**When giving your feedback, please only consider the consultation you have had today.**

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶



### About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

<p>How old are you in years?</p> <p><input type="checkbox"/> Under 25</p> <p><input type="checkbox"/> 25-59</p> <p><input type="checkbox"/> 60+</p>	<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p>	<p>Was this visit with your usual clinician?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>How many years have you been attending this practice?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 5-10 years</p> <p><input type="checkbox"/> More than 10 years</p>
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**Thank you for your time and assistance**

# *Certificate of Completion*

This is to certify that

**Dr Morgans and Partners**

81 Prestwood Road West  
Wednesfield  
Wolverhampton  
WV11 1HT

**Practice List Size: 13500**

**Surveys Completed: 318**

has completed the

## Improving Practice Questionnaire

Completed on 15 February 2014



**Michael Greco**  
Director



Thank you to all patients who participated in this survey.  
By letting the practice know your views, positive changes can be made for the benefit of all patients.