

# Report Contents

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## 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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) 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	0	40	145	106	50	10
Q2 Telephone access	31	67	116	94	37	6
Q3 Appointment satisfaction	13	56	126	93	55	8
Q4 See practitioner within 48hrs	33	66	112	72	53	15
Q5 See practitioner of choice	75	82	93	48	36	17
Q6 Speak to practitioner on phone	29	84	103	57	34	44
Q7 Comfort of waiting room	5	44	149	100	41	12
Q8 Waiting time	51	108	99	57	20	16
Q9 Satisfaction with visit	1	23	97	115	108	7
Q10 Warmth of greeting	0	17	94	112	119	9
Q11 Ability to listen	0	19	86	111	125	10
Q12 Explanations	0	20	95	107	117	12
Q13 Reassurance	1	26	97	115	101	11
Q14 Confidence in ability	1	20	84	109	123	14
Q15 Express concerns/fears	3	18	97	113	107	13
Q16 Respect shown	1	12	82	106	137	13
Q17 Time for visit	3	19	99	105	112	13
Q18 Consideration	1	19	103	101	105	22
Q19 Concern for patient	0	17	108	109	98	19
Q20 Self care	1	22	107	100	98	23
Q21 Recommendation	2	22	73	111	121	22
Q22 Reception staff	6	36	114	99	92	4
Q23 Respect for privacy/confidentiality	7	40	116	98	80	10
Q24 Information of services	6	41	120	93	71	20
Q25 Complaints/compliments	16	47	134	80	39	35
Q26 Illness prevention	4	35	130	109	52	21
Q27 Reminder systems	14	42	123	90	53	29
Q28 Second opinion / comp medicine	7	38	108	82	46	70

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

## Your patient feedback

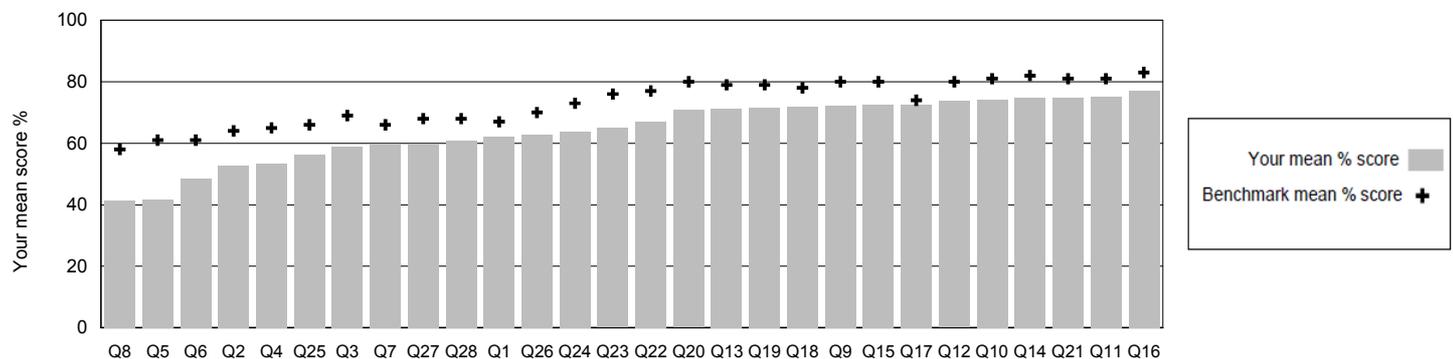
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	62	67	44	62	66	71	99
Q2 Telephone access	53	64	24	56	64	72	99
Q3 Appointment satisfaction	59	69	37	64	69	74	99
Q4 See practitioner within 48hrs	53	65	25	57	65	72	99
Q5 See practitioner of choice	42	61	24	53	60	69	99
Q6 Speak to practitioner on phone	49	61	31	54	61	67	99
Q7 Comfort of waiting room	59	66	31	61	66	72	100
Q8 Waiting time	42	58	24	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	72	80	49	76	80	84	99
Q10 Warmth of greeting	74	81	50	78	82	86	99
Q11 Ability to listen	75	81	50	78	82	86	100
Q12 Explanations	74	80	49	77	81	84	100
Q13 Reassurance	71	79	49	75	79	83	100
Q14 Confidence in ability	75	82	50	79	83	86	100
Q15 Express concerns/fears	72	80	50	76	80	84	100
Q16 Respect shown	77	83	50	80	84	88	100
Q17 Time for visit	72	74	46	70	74	79	100
Q18 Consideration	72	78	48	74	78	82	100
Q19 Concern for patient	72	79	48	75	79	83	100
Q20 Self care	71	80	51	78	81	85	99
Q21 Recommendation	75	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	67	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	65	76	45	72	76	80	100
Q24 Information of services	64	73	43	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	56	66	42	62	66	71	100
Q26 Illness prevention	63	70	46	66	69	73	100
Q27 Reminder systems	60	68	43	63	67	72	99
Q28 Second opinion / comp medicine	61	68	44	63	67	72	99
Overall score	65	73	46	69	73	77	100

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 3,027 practices surveyed between April 2008 and March 2011 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

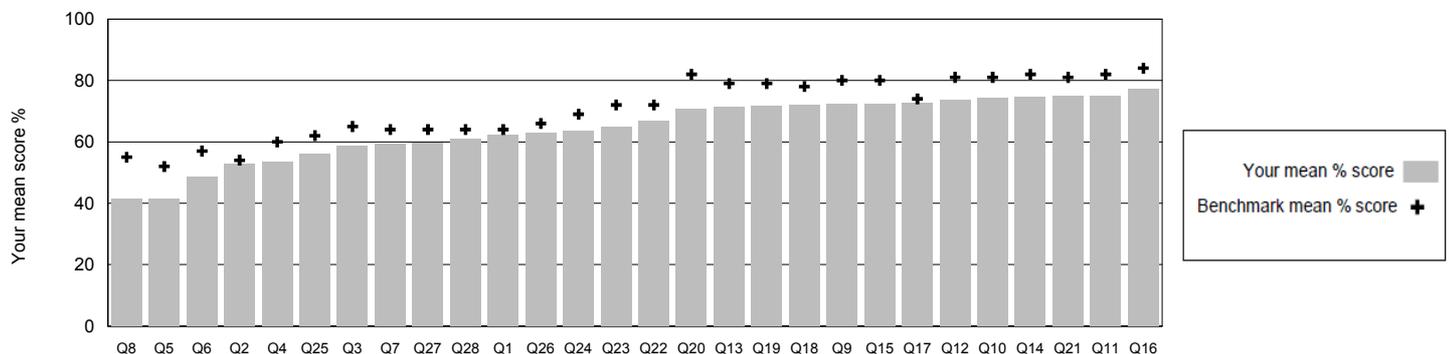
Table 3: Mean percentage scores and benchmarks by practice list size (>12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	62	64	52	60	65	68	79
Q2 Telephone access	53	54	27	47	55	61	81
Q3 Appointment satisfaction	59	65	43	60	66	69	81
Q4 See practitioner within 48hrs	53	60	29	53	60	66	82
Q5 See practitioner of choice	42	52	25	45	51	59	85
Q6 Speak to practitioner on phone	49	57	31	51	57	63	81
Q7 Comfort of waiting room	59	64	42	59	64	69	85
Q8 Waiting time	42	55	35	50	55	59	77
<b>About the practitioner</b>							
Q9 Satisfaction with visit	72	80	67	76	80	84	94
Q10 Warmth of greeting	74	81	69	78	81	85	95
Q11 Ability to listen	75	82	69	79	82	86	95
Q12 Explanations	74	81	67	77	81	84	94
Q13 Reassurance	71	79	66	76	80	82	93
Q14 Confidence in ability	75	82	70	79	83	85	95
Q15 Express concerns/fears	72	80	67	77	80	83	95
Q16 Respect shown	77	84	73	81	84	87	96
Q17 Time for visit	72	74	59	70	73	77	93
Q18 Consideration	72	78	64	75	78	81	92
Q19 Concern for patient	72	79	66	76	79	83	93
Q20 Self care	71	82	71	79	82	85	92
Q21 Recommendation	75	81	66	78	81	84	95
<b>About the staff</b>							
Q22 Reception staff	67	72	58	69	72	75	87
Q23 Respect for privacy/confidentiality	65	72	58	68	72	75	87
Q24 Information of services	64	69	56	65	69	72	84
<b>Finally</b>							
Q25 Complaints/compliments	56	62	49	58	63	66	80
Q26 Illness prevention	63	66	54	63	66	69	85
Q27 Reminder systems	60	64	51	60	64	67	84
Q28 Second opinion / comp medicine	61	64	51	61	64	67	83
Overall score	65	71	57	67	71	74	84

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 269 practices surveyed between April 2008 and February 2011 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)



## 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	28	58	69	52	65	69	73	89
25 - 59	196	64	69	56	66	70	72	84
60 +	116	67	73	58	70	73	76	87
Blank	11	65	69	47	64	69	73	90
<b>Gender</b>								
Female	204	63	70	56	67	70	73	84
Male	130	67	72	58	68	72	75	85
Blank	17	72	69	50	65	69	73	87
<b>Visit usual practitioner</b>								
Yes	180	70	73	59	70	73	76	85
No	112	57	67	52	63	67	70	85
Blank	59	62	69	52	65	69	73	86
<b>Years attending</b>								
< 5 years	117	66	71	56	67	71	74	87
5 - 10 years	39	62	70	55	66	70	73	86
> 10 years	179	65	71	55	68	71	74	85
Blank	16	59	69	51	64	69	74	92

\* Based on data from 269 practices surveyed between April 2008 and February 2011 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.

## Your patient feedback

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

	05/10/2011	01/12/2008	25/08/2006	05/09/2005
Q1 Opening hours satisfaction	62	62	66	63
Q2 Telephone access	53	56	58	48
Q3 Appointment satisfaction	59	60	56	58
Q4 See practitioner within 48hrs	53	58	55	56
Q5 See practitioner of choice	42	39	34	40
Q6 Speak to practitioner on phone	49	53	47	50
Q7 Comfort of waiting room	59	67	71	62
Q8 Waiting time	42	41	40	41
Q9 Satisfaction with visit	72	75	79	83
Q10 Warmth of greeting	74	76	81	84
Q11 Ability to listen	75	77	79	85
Q12 Explanations	74	75	76	82
Q13 Reassurance	71	74	75	82
Q14 Confidence in ability	75	77	81	86
Q15 Express concerns/fears	72	76	78	83
Q16 Respect shown	77	80	82	87
Q17 Time for visit	72	70	70	74
Q18 Consideration	72	74	75	81
Q19 Concern for patient	72	72	76	80
Q20 Self care	71	--	--	--
Q21 Recommendation	75	75	80	83
Q22 Reception staff	67	68	67	69
Q23 Respect for privacy/confidentiality	65	65	66	65
Q24 Information of services	64	65	65	64
Q25 Complaints/compliments	56	59	60	61
Q26 Illness prevention	63	65	67	69
Q27 Reminder systems	60	62	63	64
Q28 Second opinion / comp medicine	61	63	64	65
Overall score	65	66	67	69

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

\*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.

## Comments about how the practice could improve

- Phone lines should be open at all times the surgery is, e.g. Thursday afternoon.
- Open on a weekend. More children's toys etc, in the reception. Improve parking - always cars on the road.
- Reception staff at Prestwood Road could be more helpful/friendly. Customer service!! Had 2 appointments booked wrongly by the staff (in one week!) the 1st with the wrong surgery and the 2nd with the wrong doctor wasting an hour and a half of my time. Unimpressed!
- You can not always see the doctor who you want to see.
- Totally satisfied.
- More time and appointments should be available if you work. You should be able to see the doctor of your choice whenever you like and not have to wait 4-6 weeks.
- Waiting time could be improved, I always seem to wait an hour. Getting through on the telephone more quickly.
- The visit was very satisfactory, and on time!
- To see a doctor of your choice in less time.
- You have to wait up to 3 months to see the doctor of your choice. The standard of the reception depends on who is on, some are more helpful than others.
- The door is hard and sometimes impossible to open in the waiting room to the doctors area. As a disabled person, once through the front door there is room for improvement.
- To be able to do a home visit as required as these GPs will only visit if you cannot go to the surgery.
- I feel I should be able to see a doctor of my choice not to be told I would have to wait for a month most times.
- To see a doctor when you come to the surgery, not be told to go home and phone in at 8:30am and wait for the triage nurse to call you back.
- No, satisfied to date by the service.
- Reception staff could be more polite both in reception and on the telephone.
- Being able to see the doctor of my choice in under 6 weeks.
- The only negative area in this practice is I have had to have different doctors for the same problem because they leave the practice.
- Sometimes the reception staff aren't always on the ball of late, they seem to be getting a bit sloppy in their work.
- The reception staff (except today, one was lovely), are generally not very welcoming, abrupt at times, do not smile, just say 'yes' not 'hello', 'thank you'. Impatient and find rude. The new chairs are an improvement. Up-to-date magazines would be nice. The waiting room is very depressing, messy, lots of posters.
- Repeat prescriptions by email would be good.
- Television loud and the cartoons are on too long.
- The standard is very good.
- The amount of time allocated for each appointment is clearly not enough. Apart from today I have always had to wait for half an hour or more for my appointment.
- Quicker appointments with doctor of choice.
- Extend operating hours, e.g. weekends should be included.
- Not to keep people waiting at desk. Not closing the window desk when patients are standing at the window.
- Rotten phone 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.

## Comments about how the practice could improve

- Answer the phone more quickly.
- Toys for little children, other than that everything is fine.
- I am really impressed and pleased with the practice, there has been a marked improvement since the take over by the new practice, a long overdue need.
- Opening times.
- Difficult to contact by telephone, especially if you work specific hours as the line can be constantly busy.
- Never heard of the reminder system, for ongoing health check - maybe this needs to be put in place!
- Car park.
- Easier availability of appointments. Trying to make appointments over the phone takes many, many tries - sometimes all morning. Improve the phone manner of receptionists when trying to make an appointment. Old information posters in the waiting room. The attitude of some doctors is brusque and unsympathetic.
- Get repeat prescriptions correct the first time, often items are missed off prescription when ticked on repeat and then have to wait for another prescription to be signed, causing more journeys back and forth to doctors and chemist which is stressful. On average it takes at least two attempts and 6 days to get a repeat prescription correct.
- Being able to see a doctor of your choice without having to book 3 months in advance would be an improvement.
- Sometimes waiting times can be long, but the triage system is great so I don't mind waiting as long as I can see a doctor. If I want to book with a female doctor the waiting time is too long.
- Actually see you on your time given.
- Reception staff need to stop thinking they're doctors. Reception staff need better manners.
- Had no problems with getting an appointment with a doctor as an emergency but if you try to see a certain doctor you have to wait weeks even months to see them. Some of the reception staff try to diagnose you over the phone but overall they are extremely professional.
- Car park.
- Better waiting times.
- I think the situation with 3 surgeries running now is causing problems. It takes ages to get an appointment and then you can't see the doctor of your choice unless you wait even longer. I rang up to get my husband an appointment and he had to wait 10 days to see a doctor.
- Everyone has their favourite doctor or nurse and I believe you should be able to see them at any time. If you have an emergency you set an appointment quickly if you don't you may have to wait to see your doctor up to 6 weeks, this is not acceptable.
- Practice has really improved since one doctor took over. Only thing I can think of is maybe open 9-4 on Thursday too.
- I am very disappointed with how the baby clinic is organised - you wait for over an hour in a packed waiting room and I am yet to see my named health visitor. I have now started to take my child to another centre to be weighed and have this checks because I find the clinic here so bad.
- Better opening times please.
- With regards to the automated phone system options 1 and 4 had no-one available, glad it was not an emergency.
- The only comment I have is regarding seeing the doctor of my choice and the length of time I have to wait for an appointment, but not sure how you would overcome this!
- No, the service is excellent.
- Displays could be brighter and more appealing - black on white isn't dyslexia friendly.

## 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.

## Comments about how the practice could improve

- Extra phone line for appointments.
- Less waiting time.
- After dealing with several practices, I consider this to be the best practice in the area.
- The receptionists lack interpersonal skills and I have witnessed an old lady kept waiting at reception whilst the 2 receptionists chatted to each other. They ignored her for 5 minutes.
- It is practically impossible to get an appointment with my preferred doctor unless it is an emergency one and they just happen to be in on that day. I feel the practice has grown very large so this reduces the chance of seeing the doctor of your choice.
- Can only get an appointment if urgent.
- The running times on later appointments could be improved however I do understand emergency patients have to be fitted in also.
- Less waiting time to book in. More appointments available. Calls answered quickly. Doctors running late.
- I am impressed with the way I have always been treated by the doctor and reception staff every time I visit. I would like to say how clean the reception waiting rooms are, it's a credit to all.
- May I comment that the practice had more flexibility when arranging patients' appointments - as regards to the triage system in the morning.
- Chance to see a doctor at shorter notice.
- To maintain existing standards.
- The doctor should see you at the time your appointment is given.
- Improve on appointment times, i.e. people should not be in the waiting room for more than half an hour.
- The only thing is to reduce waiting time to see the doctor.
- More than one receptionist on duty. Get rid of that blasted television set! Too many notices randomly displayed/out of date - information overload? More doctors?
- Appointment times for doctors, in fifteen years or more I have never seen a doctor on time, up to one and a half hours late.
- Easier access for appointments. Not waiting as long to book a future appointment.
- Trying to keep to the same doctor which at times seems to be impossible. The car park is a lot better.
- Opening times need two hours morning and evening.
- I cannot fault the service at this practice from only one person involved. I find the receptionists most helpful and polite.
- Chairs could be more comfortable.
- The car park. Parking.
- Receptionists could wear name badges so we know who we were speaking to. Also some, not all, receptionists could do with being more polite to patients.
- Pamphlets and posters could be more up-to-date. Notice boards are over crowded so that current/new information is lost. The self check in service is good when it works! The attitude of some reception staff could be more 'understanding' especially when talking on the telephone.
- They need comfort chairs, the grey chairs are hard.
- Longer opening hours.

## 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.

### Comments about how the practice could improve

- Reception staff - can they smile?
- Long delays in getting an appointment with preferred doctor. Unreasonably long delays beyond appointment time - it's not unusual to be an hour late being called for an appointment.
- Open on a Saturday for people who work a distance from the surgery and can't make it in the week. Access to a nurse on a Saturday.
- Doctor should listen with regards to all your complaints.
- The time to make appointments with the same doctor concerning an ongoing condition takes so long that I have consultations with a least 3 GPs to bring to a conclusion a worrying health problem.
- Not have to wait 2-3 weeks to see the doctor of your choice.
- Get the booking system to work.
- A very good practice with some excellent doctors. A screen needs building to give privacy at the reception desk.
- I would like to see the doctor as soon as.
- None. Satisfied with all aspects of the practice.
- A first class practice, just keep up the good work.
- Maintain the excellent standards.
- I find the reception staff can be unfriendly and not very helpful, I have told them off on a few occasions. I must say that 2 of the reception staff are very nice and I'm quite happy with how they treat me.

## 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.

## Comments about how the doctor/nurse could improve

- Nurses are very good - last injections my son had they were great.
- Totally satisfied.
- All the doctors and nurses are lovely.
- I am delighted with the care from both doctors and nurses.
- I think they ought to give repeat prescriptions better, instead you have to wait 48 hours, which is not convenient to get your repeat prescriptions really, if you need your prescription quickly.
- The doctor I am with at the moment is excellent and would be an asset to this practice.
- None, the doctor I see is utterly fantastic and utterly professional whilst showing care, humanity and understanding. It is a shame the whole world doesn't have a doctor as good, they are fabulous.
- My doctor is the best!
- They are all brilliant.
- I think my doctor is doing an excellent job already, I'm very much satisfied with what they have done for me compared to any other GP.
- Not to let you wait for 1-2 hours when your appointment is for example 15:30 and you still haven't been seen by the doctor at 17:30 or 09:00 and you get in at 12:00, too long to wait.
- I couldn't fault the doctor.
- I feel able to discuss any issues I have and am confident that my concerns would be taken on board.
- Give further detailed information about how you can go about your situation.
- When doing blood tests let you know what they are testing for. Often we are just told that blood tests are being done to check everything is ok, but if we knew what had been tested we could eliminate that from our worries.
- One doctor I have seen doesn't always instill me with confidence because they can come across as not confident.
- I think they could improve follow-up appointments or overall health checks like the well women/men check ups although I can imagine how this could be difficult for the practice.
- Deal with patients' problems on the first visit, e.g. my child has been poorly for a number of months and I have brought them numerous times with the same problem and it wasn't until the latest visit that the situation was remedied.
- Overall the practice is very good, but there are too many patients.
- All the doctors are really good and friendly.
- Patients in the waiting room can hear conversations in the doctor's room.
- No, I have received excellent care always.
- None, this is a great doctor.
- Excellent!
- None, the doctor I saw is an excellent doctor.
- Doctors, nurses and midwives are all fantastic. I have a very good relationship with them and feel I could discuss any issues with them.
- Not really I am more than satisfied.
- To maintain existing standards.
- Listen a little more.

## 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.

### Comments about how the doctor/nurse could improve

- Doctors/nurse are very good.
- None at all, they are all good and considerate to their patients.
- Nurses are excellent.
- Getting your tablets tablets when needed.
- The nurses and doctors I see I find first class. I cannot fault them and I'm very pleased with them, always come knowing I'm not a nuisance. Thank you all.
- How can you improve excellence, my doctor is absolutely marvellous and is very caring and goes the extra mile.
- None, very good.
- No problems with staff, doctors or nurse.
- Listen more.
- No, excellent service by my doctor as usual and the nurses are also very good.
- Keep up the good work.
- My wife and I both see the same doctor who we have found in every aspects of our visits to be an excellent doctor.
- Maintain the excellent standards.
- The doctor I see if the best GP and they are an asset to the NHS. Keep it up.
- Excellent work they are already doing. Giving patients good care and listening which helps.

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 = 351

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	40	145	106	50	10

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (40 \times 25) + (145 \times 50) + (106 \times 75) + (50 \times 100)}{(351 - 10)} = 21,200/341$$

Your mean percentage score for Q1 = 62%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

### 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 (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	62	44	62	66	71	99

\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a 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"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<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"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<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"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<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"/>				
23	Respect shown for your privacy and confidentiality	<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"/>				

**SAMPLE ONLY  
PLEASE DO NOT COPY**

**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"/>				
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"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<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**



# Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).  
Please retain this form for future reference and to present to your PCT if required.

## **PART 1: 2011/2012**

### **A. Discussion of local practice survey findings**

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

4. Which responses were most positive?

5. Which responses were least positive?

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7. What are the main priorities identified by the PRG?

8. What are the main priorities identified by practice staff?

## B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

### Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

## PART 2: 2012/2013

(To be completed after completion of second survey)

### **A. Discussion of local practice survey findings**

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your PRG and your practice staff?

Patient experience issue	What has been done to address this?

4. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

5. In which areas have you seen most change?

Last survey (2011/2012)	This survey (2012/2013)

6. What are the main priorities identified by the PRG? (These may be the same as for the last survey or other areas may now be deemed more significant).

7. What are the main priorities identified by practice staff?

## B. Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

### Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

# Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>				

1(b). Please comment on what you feel were the positive aspects of the survey

1(c). Please comment on any aspects of the survey which you feel could be improved

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>

3(b). Please comment below on your response in 3(a)

**Thank you for your feedback. Please return this form to:-  
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.

# *Certificate of Completion*

This is to certify that

**Dr Morgans and Partners**

81 Prestwood Road West  
Wednesfield  
WOLVERHAMPTON  
WV11 1HT

**Practice List Size: 13463**

**Surveys Completed: 351**

has completed the

## **Improving Practice Questionnaire**

Completed on 12 January 2012



**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.