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Improving Practice Questionnaire Report

Heathville Medical Practice

October 2011



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03 October 2011

Dear Mrs Bassett

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).

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.

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 for us to improve our services, we would be very grateful if you could complete and return the enclosed feedback form.

Please contact the office on 0845 5197493 or reports@cfep.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

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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
Q1 Opening hours satisfaction	0	17	96	106	53	5
Q2 Telephone access	6	30	99	84	53	5
Q3 Appointment satisfaction	5	15	65	105	82	5
Q4 See practitioner within 48hrs	6	20	67	85	96	3
Q5 See practitioner of choice	14	51	80	80	44	8
Q6 Speak to practitioner on phone	3	20	96	88	56	14
Q7 Comfort of waiting room	4	39	110	76	43	5
Q8 Waiting time	4	38	97	89	43	6
Q9 Satisfaction with visit	1	2	29	81	161	3
Q10 Warmth of greeting	0	2	27	79	168	1
Q11 Ability to listen	1	3	20	74	177	2
Q12 Explanations	1	6	27	76	165	2
Q13 Reassurance	1	5	28	83	158	2
Q14 Confidence in ability	1	2	18	79	173	4
Q15 Express concerns/fears	2	3	24	79	162	7
Q16 Respect shown	0	5	18	75	177	2
Q17 Time for visit	2	5	28	89	150	3
Q18 Consideration	1	8	32	87	144	5
Q19 Concern for patient	2	3	38	83	146	5
Q20 Self care	2	5	37	82	141	10
Q21 Recommendation	1	3	25	79	159	10
Q22 Reception staff	1	9	57	119	83	8
Q23 Respect shown	1	10	56	114	86	10
Q24 Information of services	1	12	73	113	66	12
Q25 Complaints/compliments	2	17	83	99	41	35
Q26 Illness prevention	2	15	91	100	51	18
Q27 Reminder systems	3	21	81	92	52	28
Q28 Second opinion / comp medicine	3	13	71	85	41	64

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

Your patient feedback

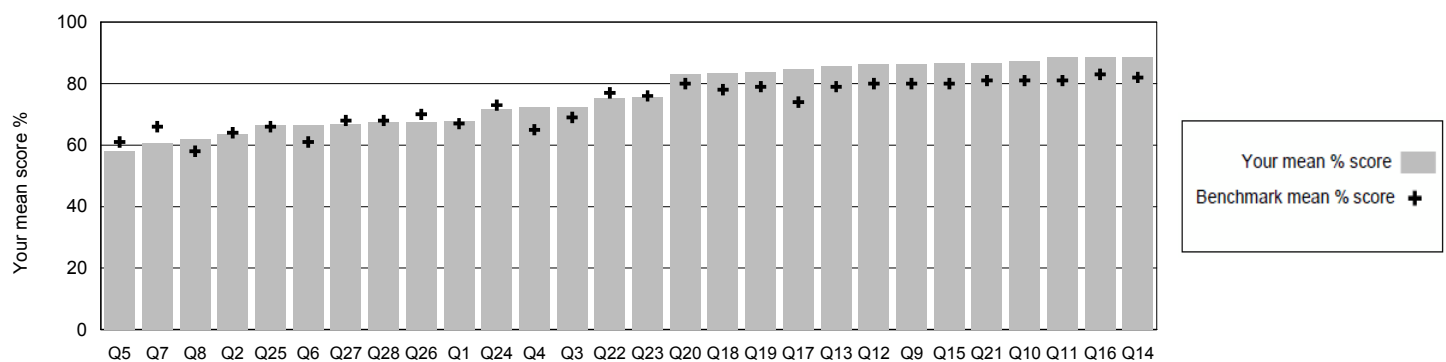
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	67	44	62	66	71	99
Q2 Telephone access	64	64	24	56	64	72	99
Q3 Appointment satisfaction	72	69	37	64	69	74	99
Q4 See practitioner within 48hrs	72	65	25	57	65	72	99
Q5 See practitioner of choice	58	61	24	53	60	69	99
Q6 Speak to practitioner on phone	67	61	31	54	61	67	99
Q7 Comfort of waiting room	61	66	31	61	66	72	100
Q8 Waiting time	62	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	86	80	49	76	80	84	99
Q10 Warmth of greeting	87	81	50	78	82	86	99
Q11 Ability to listen	88	81	50	78	82	86	100
Q12 Explanations	86	80	49	77	81	84	100
Q13 Reassurance	86	79	49	75	79	83	100
Q14 Confidence in ability	89	82	50	79	83	86	100
Q15 Express concerns/fears	87	80	50	76	80	84	100
Q16 Respect shown	89	83	50	80	84	88	100
Q17 Time for visit	85	74	46	70	74	79	100
Q18 Consideration	84	78	48	74	78	82	100
Q19 Concern for patient	84	79	48	75	79	83	100
Q20 Self care	83	80	51	78	81	85	99
Q21 Recommendation	87	81	46	77	81	85	100
About the staff							
Q22 Reception staff	75	77	40	72	76	81	99
Q23 Respect shown	76	76	45	72	76	80	100
Q24 Information of services	72	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	67	66	42	62	66	71	100
Q26 Illness prevention	68	70	46	66	69	73	100
Q27 Reminder systems	67	68	43	63	67	72	99
Q28 Second opinion / comp medicine	67	68	44	63	67	72	99
Overall score	76	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 3027 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

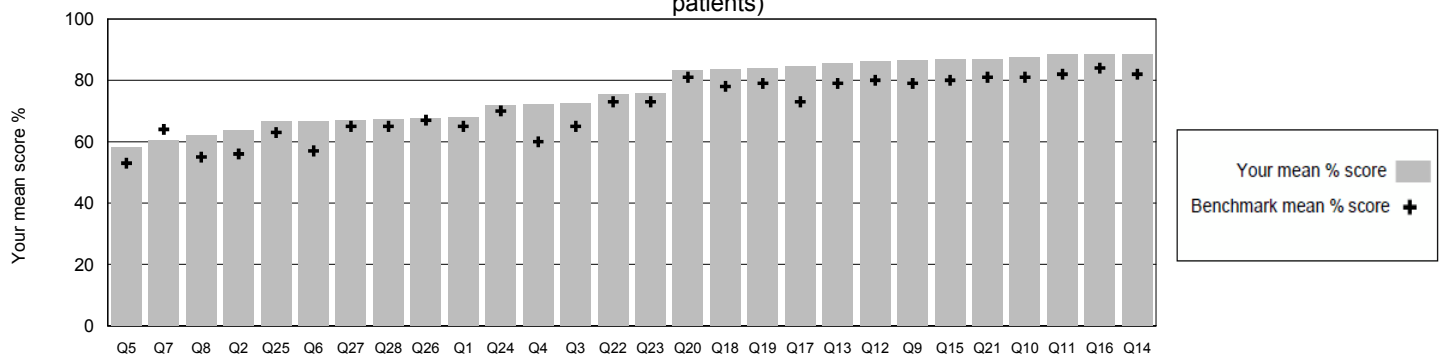
Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	65	52	61	65	69	82
Q2 Telephone access	64	56	25	49	58	63	79
Q3 Appointment satisfaction	72	65	44	61	66	70	81
Q4 See practitioner within 48hrs	72	60	35	54	61	67	82
Q5 See practitioner of choice	58	53	28	47	53	59	81
Q6 Speak to practitioner on phone	67	57	37	52	58	63	85
Q7 Comfort of waiting room	61	64	41	60	64	69	80
Q8 Waiting time	62	55	31	49	55	59	73
About the practitioner							
Q9 Satisfaction with visit	86	79	66	76	80	83	90
Q10 Warmth of greeting	87	81	68	78	81	84	92
Q11 Ability to listen	88	82	68	78	82	85	93
Q12 Explanations	86	80	68	77	80	83	91
Q13 Reassurance	86	79	65	76	79	82	91
Q14 Confidence in ability	89	82	70	79	82	85	93
Q15 Express concerns/fears	87	80	66	77	80	83	90
Q16 Respect shown	89	84	71	81	84	87	93
Q17 Time for visit	85	73	58	69	73	77	89
Q18 Consideration	84	78	63	74	78	81	91
Q19 Concern for patient	84	79	63	75	79	82	91
Q20 Self care	83	81	75	77	81	84	88
Q21 Recommendation	87	81	68	77	81	84	93
About the staff							
Q22 Reception staff	75	73	55	70	74	76	93
Q23 Respect shown	76	73	60	70	73	75	88
Q24 Information of services	72	70	57	67	70	73	87
Finally							
Q25 Complaints/compliments	67	63	51	60	63	66	78
Q26 Illness prevention	68	67	52	64	67	70	78
Q27 Reminder systems	67	65	51	62	65	68	78
Q28 Second opinion / comp medicine	67	65	53	62	65	67	79
Overall score	76	71	58	67	71	74	81

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 256 practices surveyed between April 2008 and January 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 (10001-12000 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 (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	17	68	69	53	65	69	73	86
25 - 59	113	75	70	56	66	70	73	81
60 +	139	79	73	61	70	73	77	84
Blank	8	80	69	47	64	69	74	88
Gender								
Female	174	76	70	57	67	70	74	82
Male	91	77	72	60	69	72	75	82
Blank	12	73	69	46	65	69	74	87
Visit usual practitioner								
Yes	158	78	73	60	70	73	77	84
No	96	76	67	53	63	67	71	79
Blank	23	71	69	51	65	69	73	82
Years attending								
< 5 years	23	80	71	53	68	71	75	85
5 - 10 years	38	77	70	56	67	70	74	83
> 10 years	204	76	71	58	68	71	75	84
Blank	12	69	69	49	65	69	73	96

* Based on data from 256 practices surveyed between April 2008 and January 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*

	16/06/2011	03/10/2008	17/10/2007	05/05/2006
Q1 Opening hours satisfaction	68	61	63	68
Q2 Telephone access	64	58	62	64
Q3 Appointment satisfaction	72	65	69	71
Q4 See practitioner within 48hrs	72	65	68	71
Q5 See practitioner of choice	58	50	55	59
Q6 Speak to practitioner on phone	67	59	62	63
Q7 Comfort of waiting room	61	55	57	61
Q8 Waiting time	62	53	56	61
Q9 Satisfaction with visit	86	79	80	86
Q10 Warmth of greeting	87	80	81	86
Q11 Ability to listen	88	81	82	88
Q12 Explanations	86	79	80	87
Q13 Reassurance	86	78	78	85
Q14 Confidence in ability	89	82	81	88
Q15 Express concerns/fears	87	80	79	86
Q16 Respect shown	89	83	84	88
Q17 Time for visit	85	73	72	78
Q18 Consideration	84	77	77	84
Q19 Concern for patient	84	78	78	84
Q20 Self care	83	--	--	--
Q21 Recommendation	87	81	81	85
Q22 Reception staff	75	73	71	73
Q23 Respect shown	76	73	72	73
Q24 Information of services	72	69	69	69
Q25 Complaints/compliments	67	59	63	65
Q26 Illness prevention	68	63	67	69
Q27 Reminder systems	67	62	65	67
Q28 Second opinion / comp medicine	67	62	63	66
Overall score	76	70	71	75

-- 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

- You can't improve on excellence!
- Drinks would be nice.
- Water dispenser.
- I find the doctor very helpful and they have looked after me very well, but sometimes it's hard to get hold of them.
- Always friendly.
- I would not change a thing.
- All concerned in this practice are brilliant.
- The opening hours at practice not as good as it used to be which means people like myself, with no transport, must use the bus service which means an hour to get to the practice and same coming back and if you are not feeling too well etc. it is not so good.
- Nurse visits to house bound patients could be improved.
- Could be bigger.
- No doubt things could improve, but as my answers show, I wouldn't know where.
- Able to book appointments further ahead than at present.
- The intercom system is sometimes difficult to hear clearly who the doctor is calling. The magazines are old. It would be good to have a screen with up to date health promotion. The appointments system needs to be readdressed. It is annoying when you can't make an appointment on a Friday for the following Monday!
- Excellent service. Always receive a warm reception both with doctors, nurses and reception staff.
- Parking is always a problem.
- On a few occasions I have felt that reception seems to be very busy and need to be a little more relaxed, as there has been times where I feel I have been rushed.
- Having to phone at an allotted time for test results is very inconvenient when working.
- Difficult to get through on telephone in mornings, I appreciate it is the busiest time. Can't always book a routine appointment in advance and need to ring back. On this occasion, the doctor I saw was excellent, but the service you receive does vary by doctor and I have seen doctors before and each visit the reception you varies. On an earlier visit with the same doctor the reception was not so good.
- Comfier seating!
- Clean the waiting room. Get new magazines.
- There is always a friendly atmosphere.
- This practice is the caring epitomy of what a state of the art community based surgery should be.
- The service at this practice has always been excellent, and deserves to have better premises.
- Provide better parking for people using practices.
- Would like to be able to book an appointment in advance. Don't like having to ring at 8.30am to get an appointment on the day - also don't always get an appointment on the day!
- Reception staff to establish with each patient when they call for an appointment whether a telephone appointment would suffice, as this would cut the number of appointments required.
- Phoning to book an appointment with a doctor of one's choice can be frustrating at 8.30am (slots full).

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

- Possibly quicker turnaround of prescriptions. Any doctor I've seen in the practice has been everything I would expect. They listen and project concern.
- I have had two times when I have not been happy. Once when my prescription was wrong and once being told my blood test was fine only to find out that they were not - nothing life threatening but I am worried about how it may be information isn't given correctly.
- Just more books and information in the waiting room and a few more toys.
- I was thoroughly satisfied this time.
- I wish I could make an appointment a few days in advance instead of having to call on the day as not always practical, especially when working.
- I am always satisfied with the kind service I receive.
- Allow follow up appointments to be booked in advance.
- This practice could improve on the length it takes to wait and been seen. Also on how far in advance you can book in with them.
- More car parking.
- Parking very difficult. Renewing prescriptions slow.
- Fantastic, great doctor.
- Would like to see a new surgery, long overdue.
- Getting appointment by telephone.
- Would like to see new practice premises.
- It would be good to be informed of changes to the NHS from the standpoint of the effects and organisation of the practice but I appreciate this would mean more administration work.
- The car park is not big enough for the amount of patients that are at the surgery.
- Advance appointments and need a larger practice.
- A possible Saturday morning service would be good.
- Reception should be more private.
- Up to date magazines!
- Difficult to get through on the phone, between 8.30am and 9.00 am, especially on a Monday.
- They do an excellent job in busy circumstances.
- Regular health checks would be reassuring. Prevention better than cure!
- Wish I could have booked appointment when I rang instead of ringing on day.
- Was almost impossible to get an appointment with your usual proper doctor on the day and even more impossible to book in advance. I think it's poor that you have to ring up on the day on the off chance you might get an appointment at some time. This means wasted time waiting around. Far better to just book in advance. The phones are always switching on late in the mornings so you keep the emergency line because of this. As a service paid for by workers through our forced national insurance contributions, I think the times of opening should be more suited to allow more options to visit the doctor outside of standard working hours e.g. before 9am and after 5pm. I would like to see evening appointments, or failing that, earlier morning appointments.
- Revert to pre 'New Labour' appointment system that worked perfectly for over 20 years.

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

- Always found it very good.
- A decent new surgery.
- No pre-booking. 8.30 to ring for appointment - impossible.
- Screened off area at reception so information shared by patient is not heard by waiting room.
- The doctor I've seen today was lovely.
- Being able to book a doctor of your choice before the day, but not several weeks in advance.
- My only complaint was waiting to see the doctor of my choice for six weeks, due to availability on both parts.
- I wish my doctor came to the other surgery where parking is very much easier and closer for me.
- That you can book an appointment for any day of the week.

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

- As a family we feel truly blessed to belong to this practice.
- Manner, patience and overall attitude to caring and listening was as always very good.
- I would just like to say how pleased I am with the quality of the service which I and my family have received.
- Excellent surgery. The doctor is very friendly, supportive, always feel that the doctor wants to help and give advice genuinely. Surgery is quality.
- I do not think it could be any better.
- Doctor was superb.
- Over many years am very happy with my doctors.
- Doctors have given me and family good service. Receive excellent service.
- The doctor has always been very kind and helpful.
- No complaints.
- Is excellent in all respects.
- Never had a problem with any of the doctors. Very satisfied with treatment at all times.
- Satisfied customer.
- I have been coming to this surgery for years and have found that every doctor in this surgery present and passed have been very good and need no improvement what so ever.
- This is the most helpful doctor I have ever had.
- My doctor is excellent and very patient and understanding. All round excellent doctor for me!
- Do what can be done with this doctor rather than a referral. Give a little more info on diagnosis.
- I have always found the doctors very helpful.
- A really superb GP. I have seen this doctor at 5 o'clock in the afternoon at the end of, no doubt a long day, and 9am Was equally warm, welcoming, and considerate.
- The doctor I saw today provided excellent service. Could not have been bettered in any way.
- I am very pleased with the service I have received from all the doctors I have seen over the past many year.
- Doctor is very polite, helpful and friendly.
- None. Excellent surgery, feel very lucky to have such a great GP service. Doctor is fabulous.
- The doctor I have seen is the best, it has taken me about 7 years to actually see a good doctor and the same one. I hope in the future, I will be able to keep seeing the same doctor.
- My doctor is A1+
- Doctor is exemplary.
- Male doctors tend to hug the computer as you are trying to explain your illness, which makes one feel as if they are not listening. Eye contact is a very important thing to a patient.
- Could explain in more detail to you about their diagnosis.
- Inability to reflect patients' concerns about an injury and failure to take x-rays/scans to prove injury not just wear and tear. Very upset at GP suggestions and no outcome only drastic surgery and not evidence to back this up. Very upset.

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

- My regular doctor is excellent.
- Doctors are great.
- I have usually found my doctor very good and helpful in caring for my health and have no complaints. It is therefore very difficult to comment on improvements.
- My doctor has an excellent approach to the patients and instills the utmost confidence. There is hardly any room for improvement. This doctor is a credit to the practice.
- I fail to see how the doctor can be even better! I have been very impressed how they have taken such a personal interest in my present wellbeing.
- I never find time spent with doctor long enough.
- I have nothing but praise for my doctor.
- Giving me the opportunity to access professional counselling rather than relying on anti-depressants.
- My doctor was fantastic!
- Very pleased with the one I see.
- Appointments with my registered doctor would be nice as the doctor knows me well and always does the best to help the other doctors.
- I'm totally happy with and have very confidence in my doctor.
- Could not get any better, great.
- Doctor is always kind, thorough and understanding.

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 = 277

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank
Number of ratings	0	17	96	106	53	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of 'blanks'})} = \frac{(0 \times 0) + (17 \times 25) + (96 \times 50) + (106 \times 75) + (53 \times 100)}{(277 - 5)} = 18,475/272$$

Your mean percentage score for Q1 = 68%

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	68	44	62	66	71	99

* Based on data from 3027 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 for every question and also the number of 'blank' responses where patients did not respond to the question. 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 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



ORGANISATION 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"/>	<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"/>

**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"/>	<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



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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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.