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Improving Practice Questionnaire Report

Heathville Medical Practice

January 2013



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16 January 2013

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 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=138018>

Please contact the office on 0845 5197493 or reports@cfepsurveys.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/spoilt
Q1 Opening hours satisfaction	2	10	81	100	53	3
Q2 Telephone access	8	27	83	73	54	4
Q3 Appointment satisfaction	3	12	64	93	74	3
Q4 See practitioner within 48hrs	7	27	58	64	87	6
Q5 See practitioner of choice	15	51	83	54	40	6
Q6 Speak to practitioner on phone	7	22	73	79	53	15
Q7 Comfort of waiting room	1	29	99	78	40	2
Q8 Waiting time	4	40	96	64	35	10
Q9 Satisfaction with visit	1	4	37	80	120	7
Q10 Warmth of greeting	1	5	40	76	120	7
Q11 Ability to listen	1	5	41	72	122	8
Q12 Explanations	0	4	42	78	115	10
Q13 Reassurance	1	2	51	72	114	9
Q14 Confidence in ability	1	3	36	77	125	7
Q15 Express concerns/fears	2	6	44	76	107	14
Q16 Respect shown	0	4	34	75	126	10
Q17 Time for visit	1	7	44	78	110	9
Q18 Consideration	1	6	46	74	106	16
Q19 Concern for patient	1	4	46	75	109	14
Q20 Self care	1	4	52	73	102	17
Q21 Recommendation	0	3	40	66	127	13
Q22 Reception staff	0	12	49	82	100	6
Q23 Respect for privacy/confidentiality	0	14	55	75	97	8
Q24 Information of services	3	11	59	78	85	13
Q25 Complaints/compliments	4	18	83	70	47	27
Q26 Illness prevention	4	13	74	81	58	19
Q27 Reminder systems	6	19	71	72	61	20
Q28 Second opinion / comp medicine	4	14	71	58	42	60

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
About the practice							
Q1 Opening hours satisfaction	70	67	44	62	66	71	99
Q2 Telephone access	64	64	24	56	64	72	99
Q3 Appointment satisfaction	73	69	37	64	69	74	99
Q4 See practitioner within 48hrs	70	65	25	57	65	72	99
Q5 See practitioner of choice	55	61	24	53	60	69	99
Q6 Speak to practitioner on phone	66	61	31	54	61	67	99
Q7 Comfort of waiting room	63	66	31	61	66	72	100
Q8 Waiting time	59	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	82	80	49	76	80	84	99
Q10 Warmth of greeting	82	81	50	78	82	86	99
Q11 Ability to listen	82	81	50	78	82	86	100
Q12 Explanations	82	80	49	77	81	84	100
Q13 Reassurance	81	79	49	75	79	83	100
Q14 Confidence in ability	83	82	50	79	83	86	100
Q15 Express concerns/fears	80	80	50	76	80	84	100
Q16 Respect shown	84	83	50	80	84	88	100
Q17 Time for visit	80	74	46	70	74	79	100
Q18 Consideration	80	78	48	74	78	82	100
Q19 Concern for patient	81	79	48	75	79	83	100
Q20 Self care	79	80	51	78	81	85	99
Q21 Recommendation	84	81	46	77	81	85	100
About the staff							
Q22 Reception staff	78	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	76	76	45	72	76	80	100
Q24 Information of services	74	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	66	66	42	62	66	71	100
Q26 Illness prevention	69	70	46	66	69	73	100
Q27 Reminder systems	68	68	43	63	67	72	99
Q28 Second opinion / comp medicine	66	68	44	63	67	72	99
Overall score	74	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

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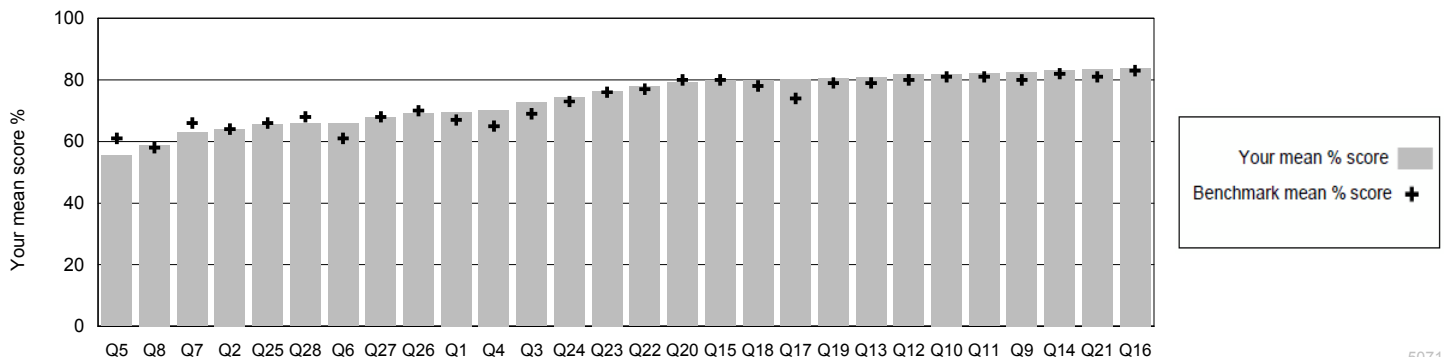
* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.

- scores not illustrated if less than 5 patient 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



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

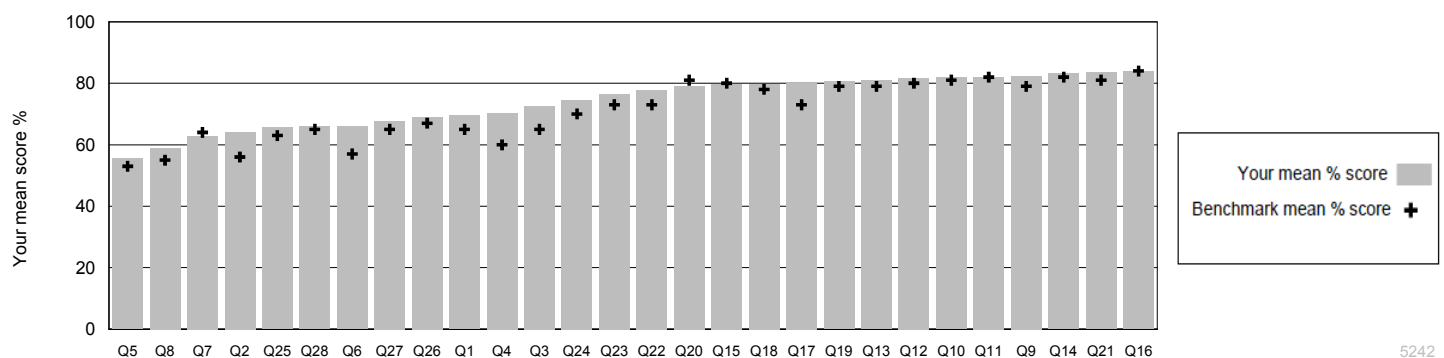
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* Based on data from 256 practices surveyed between April 2008 and January 2011 with 25 or more responses.

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)



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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 (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	9	72	69	53	65	69	73	86
25 - 59	80	70	70	56	66	70	73	81
60 +	146	77	73	61	70	73	77	84
Blank	14	67	69	47	64	69	74	88
Gender								
Female	136	74	70	57	67	70	74	82
Male	101	76	72	60	69	72	75	82
Blank	12	67	69	46	65	69	74	87
Visit usual practitioner								
Yes	142	79	73	60	70	73	77	84
No	76	69	67	53	63	67	71	79
Blank	31	67	69	51	65	69	73	82
Years attending								
< 5 years	27	73	71	53	68	71	75	85
5 - 10 years	27	72	70	56	67	70	74	83
> 10 years	178	75	71	58	68	71	75	84
Blank	17	68	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.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	31/07/2012	16/06/2011	03/10/2008	17/10/2007
Q1 Opening hours satisfaction	70	68	61	63
Q2 Telephone access	64	64	58	62
Q3 Appointment satisfaction	73	72	65	69
Q4 See practitioner within 48hrs	70	72	65	68
Q5 See practitioner of choice	55	58	50	55
Q6 Speak to practitioner on phone	66	67	59	62
Q7 Comfort of waiting room	63	61	55	57
Q8 Waiting time	59	62	53	56
Q9 Satisfaction with visit	82	86	79	80
Q10 Warmth of greeting	82	87	80	81
Q11 Ability to listen	82	88	81	82
Q12 Explanations	82	86	79	80
Q13 Reassurance	81	86	78	78
Q14 Confidence in ability	83	89	82	81
Q15 Express concerns/fears	80	87	80	79
Q16 Respect shown	84	89	83	84
Q17 Time for visit	80	85	73	72
Q18 Consideration	80	84	77	77
Q19 Concern for patient	81	84	78	78
Q20 Self care	79	83	--	--
Q21 Recommendation	84	87	81	81
Q22 Reception staff	78	75	73	71
Q23 Respect for privacy/confidentiality	76	76	73	72
Q24 Information of services	74	72	69	69
Q25 Complaints/compliments	66	67	59	63
Q26 Illness prevention	69	68	63	67
Q27 Reminder systems	68	67	62	65
Q28 Second opinion / comp medicine	66	67	62	63
Overall score	74	76	70	71

-- 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

- On a recent visit (not today) the doctor was running behind after 50 minutes after appointment time of waiting I was told this only after I had enquired. Reception staff should have advised me this and given me the option to wait or not. Needless to say I didn't wait once I had asked (we still wasn't next).
- Receptionist cubical, stuff becomes too loudly at patients.
- You can't improve what is 100% excellent.
- The waiting rooms could improve by being better ventilated, especially in the summer.
- Permit booking appointments more than a week in advance.
- Release some next day appointments. The ability to book an appointment the same day is great but on occasions it is difficult to phone due to work commitments.
- Although I can ring at 8:30 sometimes, it is hard to get an appointment that day - I would love to see my own doctor when I make an appointment.
- Point 24 - availability of information (i.e. leaflet/booklet) given to patient about services provided by the surgery.
- Under 'umbrella' of this group for many years never had a complaint.
- Just a little toy box would be good again like they had years ago.
- Where possible be able to see the same doctor and possibly advise of complimentary medicines where possible. Later evening once or twice a week.
- Everything is satisfactory.
- With regard to waiting room comforts there could be a nice selection of up to date and varied magazines in the upstairs waiting area, they are usually quite old I find. Thank you.
- It is a very good practice as it always seems possible to see a doctor within 24-48 hours.
- The results of blood test etc. should be readily available, not just a one hour window.
- Excellent practice.
- I am more than satisfied with the service I am give at this practice.
- Children's book/toys in reception.
- Upstairs waiting room need more fresh air?
- I have no problems with the service here.
- Perhaps reinstatement of the Saturday morning surgery could be possible? I used to find this very useful.
- The ability to book a longer appointment - not everything can be dealt with quickly. The doctor should arrange this not the patient to stop time wasters.
- Parking - although I appreciate this is out of the practice control.
- Excellent.
- Practice is A1 OK.
- Confidentiality could be improved upon. Some voices louder than others!
- Saturday mornings opening. East-gate house is very good, but they do not have your notes.
- I am satisfied with the service.
- Being told when things change such as making appointments - no prior knowledge.

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

- Have always felt compared to others we have a very good surgery where everyone listens. Appointments are never too hard to obtain.
- I am extremely happy with the practice. When I ring up they are always extremely helpful on the phone, it's nice to have a friendly voice on the other end when you are worried.
- Perfectly satisfied with my visits to doctors.
- Lovely reception staff. Make me feel at ease.
- Please ask doctors to speak to the patient and not to a computer screen! A louder, clearer method of speech would be appreciated. Please remember that much information has to be shared in just a few minutes and can easily be lost by too quiet an approach.
- Waiting room very hot at times. Better ventilation needed.
- By doing annual health checks for over 70s.
- Never be able to see same doctor.
- Having a larger practice at Tuffley.
- I am never seen on time, whatever time of day I make my appointment for. Perhaps longer per patient per appointment?
- I have nothing but praise for all aspects of this practice and its staff.
- Excellent service.
- Could do with more car space (can't park).
- The doctors are all very good here more than helpful especially three particular doctors. One nurse smear and blood test are great too.
- Open on Saturday.
- Trying to get through in the mornings for an appointment even when starting at 8:30 is not the best. But I know it's busy. At times when you get through, nearly all the appointments/choice of doctors are gone for that day but I have never been refused an emergency appointment. The choice of advanced bookings 1 day, 2 day etc next would be useful for non-urgent appointments with any and/or specific doctor.
- Additional parking if possible.
- Switch from 'out of hours' service promptly at 8:30am, not 2 or 3 minutes later which then activates the emergency response line.
- Being able to see the doctor of choice for continuation reasons. This visit was for blood test only. No consultation.
- It is very good.
- Completely satisfied.
- Waiting room could improve.
- Phoning at 8:30am can be frustrating when trying to get an appointment for that day because of limited slots available.
- Ability to make appointments on the internet.
- Reception staff always very friendly.
- More flexibility over appointments. Smoother repeat prescription system with less vetting of requests by administration staff.
- They are all very kind to 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 practice could improve

- I am very satisfied with the practice.
- I live about 2 and a half minutes from this surgery - I have difficulty to get booked in here.
- Sometimes it is not easy to contact at 8:30am - phones constantly engaged.
- People's privacy is often, if not always, compromised when they are dealing with reception staff. This is not an easy problem to resolve, however, I feel strongly that it needs addressing. Perhaps reception should be separate from the waiting room?
- An excellent practice.
- All very welcoming.
- Excellent service. I have not had experience of questions 25, 27 and 28 so have only rated them as 'good'.
- I am generally very satisfied with the practice.
- Just seating is very uncomfortable. Hard to book 6 weeks in advance when most symptoms occur couple of days before.
- Larger practice at Tuffley.
- I think the new proposed primary care centre will improve the service.
- It's good enough already.

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

- Happy with the doctor, their advice on my condition was well explained.
- The doctors and nurses are brilliant. I have been with the practice for many years they have seen me wonderfully through pregnancies and onwards, lovely people. Thank you.
- Heathville Road Surgery is first class.
- An excellent service.
- Generally doctors do need to listen to the patient of their concerns and maybe just ask the patient what 'they' would like to be done, i.e. blood tests, tests to be done to put the patient's mind at ease with the results - unsure and not knowing causes unnecessary anxiety. In my experience, generally, blood tests are very hard to obtain from this surgery, via the doctor - any doctor!
- Satisfied.
- Appreciate that you know when your child is unwell even if you don't know what it is. I must add that when my son was very ill, the doctor was very good, better than A&E had been. He was admitted to hospital straight from here.
- I usually see this doctor and they are very good.
- Excellent as they are. Thank you.
- Always friendly, put you at ease, do not feel rushed!
- Excellent.
- Excellent and thanks.
- Always delighted with standard of care from that first contact. Staff are a credit to the practice. Always polite and helpful. All doctors very approachable which is so important.
- Good.
- I am satisfied with the doctor/patient relationship.
- We have been here Friday, Monday and Tuesday had excellent service and help, my partner's had a pacemaker fitted and I am even confident enough to inject him. Thank you for all your help.
- My experience has been (for this episode of care) with the same doctor - at this point in time I feel well cared for and individual hope all other doctors attain this.
- I saw the midwife today.
- The doctor I see is excellent - hope they are all as good.
- Have their own patient, if doctor on sick or holiday then understandable.
- Don't think it's the doctor's fault but, I wish they could give you a note for work situations a bit easier, as when you have a bad employer who all the time asks for a doctor's note, does add to the stress of it all!
- All the doctors I have seen at the practice are very good.
- Already excellent!
- Could be greeted with a hug and a kiss!
- They are excellent.
- Completely satisfied.
- Doctors and nurses and reception are all A1.
- All in all I get a very good 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 doctor/nurse could improve

- Already excellent.
- I am happy with their standard.
- No improvements necessary, just wonderful.
- The doctors and nurses always deliver an excellent service.
- The phlebotomist I saw was excellent.
- All very good.
- It's already good enough.

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 = 249

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	10	81	100	53	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (10 \times 25) + (81 \times 50) + (100 \times 75) + (53 \times 100)}{(249 - 3)} = 17,100/246$$

Your mean percentage score for Q1 = 70%

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 (%)
Q1 Opening hours satisfaction	70

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	62	66	71	99

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* 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
- 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

Heathville Medical Practice

5 Heathville Road
Gloucester
GL1 3DP

Practice List Size: 10017

Surveys Completed: 249

has completed the

Improving Practice Questionnaire

Completed on 16 January 2013



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.