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Improving Practice Questionnaire Report

Queens Road Partnership

March 2014



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27 March 2014

Dear Mrs Brown

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

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

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

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

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=172321>

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 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	10	39	81	71	37	3
Q2 Telephone access	39	79	68	28	20	7
Q3 Appointment satisfaction	28	45	84	45	34	5
Q4 See practitioner within 48hrs	31	63	68	34	38	7
Q5 See practitioner of choice	41	61	70	26	30	13
Q6 Speak to practitioner on phone	18	50	79	49	37	8
Q7 Comfort of waiting room	29	66	88	26	26	6
Q8 Waiting time	26	81	83	26	20	5
Q9 Satisfaction with visit	2	16	71	79	67	6
Q10 Warmth of greeting	1	17	48	87	84	4
Q11 Ability to listen	2	14	55	77	84	9
Q12 Explanations	2	17	61	74	77	10
Q13 Reassurance	2	18	63	78	69	11
Q14 Confidence in ability	1	16	63	69	84	8
Q15 Express concerns/fears	1	17	67	74	72	10
Q16 Respect shown	1	8	64	66	91	11
Q17 Time for visit	5	17	68	64	79	8
Q18 Consideration	1	18	82	53	79	8
Q19 Concern for patient	1	16	79	53	77	15
Q20 Self care	2	9	75	70	73	12
Q21 Recommendation	2	11	63	66	87	12
Q22 Reception staff	4	23	70	70	71	3
Q23 Respect for privacy/confidentiality	4	23	70	71	71	2
Q24 Information of services	3	23	80	67	62	6
Q25 Complaints/compliments	4	34	85	58	41	19
Q26 Illness prevention	4	21	85	73	43	15
Q27 Reminder systems	8	31	81	63	44	14
Q28 Second opinion / comp medicine	6	20	87	56	39	33

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

Your patient feedback

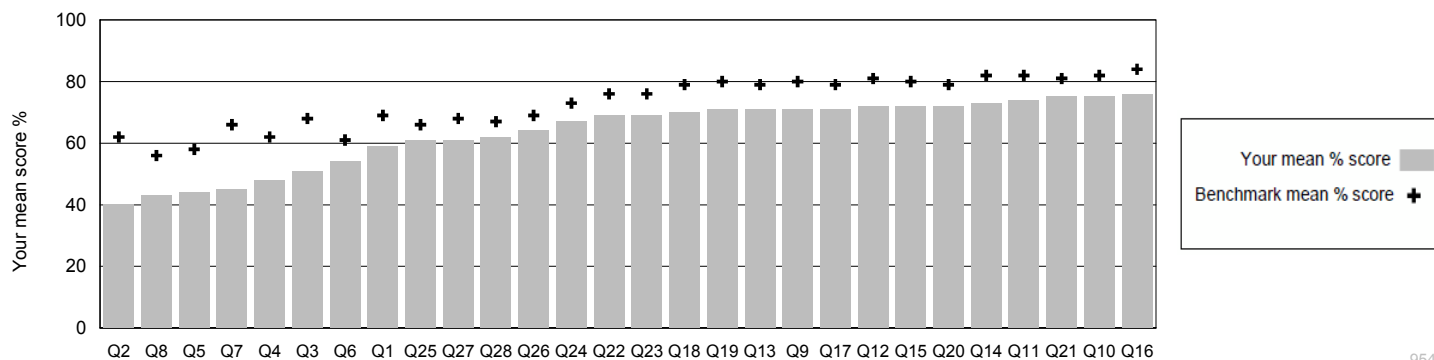
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	59	69	23	64	68	73	92
Q2 Telephone access	40	62	13	53	63	71	92
Q3 Appointment satisfaction	51	68	23	63	68	74	92
Q4 See practitioner within 48hrs	48	62	18	54	62	70	96
Q5 See practitioner of choice	44	58	22	48	57	65	95
Q6 Speak to practitioner on phone	54	61	25	54	61	67	92
Q7 Comfort of waiting room	45	66	27	60	66	71	90
Q8 Waiting time	43	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	71	80	41	76	81	85	97
Q10 Warmth of greeting	75	82	45	78	82	86	96
Q11 Ability to listen	74	82	46	78	83	87	97
Q12 Explanations	72	81	42	77	81	85	97
Q13 Reassurance	71	79	41	75	80	84	98
Q14 Confidence in ability	73	82	43	79	83	87	99
Q15 Express concerns/fears	72	80	45	76	81	85	96
Q16 Respect shown	76	84	49	80	85	88	98
Q17 Time for visit	71	79	38	75	80	84	96
Q18 Consideration	70	79	41	75	79	83	98
Q19 Concern for patient	71	80	43	76	80	84	97
Q20 Self care	72	79	38	75	79	83	97
Q21 Recommendation	75	81	41	78	82	86	99
About the staff							
Q22 Reception staff	69	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	69	76	43	72	76	80	96
Q24 Information of services	67	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	61	66	31	62	66	70	96
Q26 Illness prevention	64	69	34	64	68	72	96
Q27 Reminder systems	61	68	27	63	68	72	96
Q28 Second opinion / comp medicine	62	67	30	62	67	71	96
Overall score	64	73	35	69	73	77	95

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

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

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



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (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	59	67	23	64	68	71	88
Q2 Telephone access	40	56	13	47	58	65	78
Q3 Appointment satisfaction	51	65	23	62	65	69	85
Q4 See practitioner within 48hrs	48	57	18	52	58	64	83
Q5 See practitioner of choice	44	49	22	44	48	55	84
Q6 Speak to practitioner on phone	54	57	25	52	57	63	85
Q7 Comfort of waiting room	45	64	27	60	65	69	86
Q8 Waiting time	43	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	71	80	41	76	81	84	91
Q10 Warmth of greeting	75	82	45	78	83	85	93
Q11 Ability to listen	74	82	46	79	83	87	94
Q12 Explanations	72	81	42	77	81	85	92
Q13 Reassurance	71	80	41	76	80	84	91
Q14 Confidence in ability	73	82	43	79	83	86	92
Q15 Express concerns/fears	72	80	45	77	81	84	91
Q16 Respect shown	76	84	56	81	85	88	93
Q17 Time for visit	71	79	38	75	80	83	91
Q18 Consideration	70	79	46	75	79	83	89
Q19 Concern for patient	71	80	46	76	80	84	90
Q20 Self care	72	78	38	75	79	83	89
Q21 Recommendation	75	81	41	78	82	86	91
About the staff							
Q22 Reception staff	69	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	69	73	43	70	73	76	90
Q24 Information of services	67	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	61	63	31	60	64	66	86
Q26 Illness prevention	64	66	34	63	66	69	86
Q27 Reminder systems	61	65	27	62	65	68	86
Q28 Second opinion / comp medicine	62	64	30	61	64	68	87
Overall score	64	71	35	68	72	75	87

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

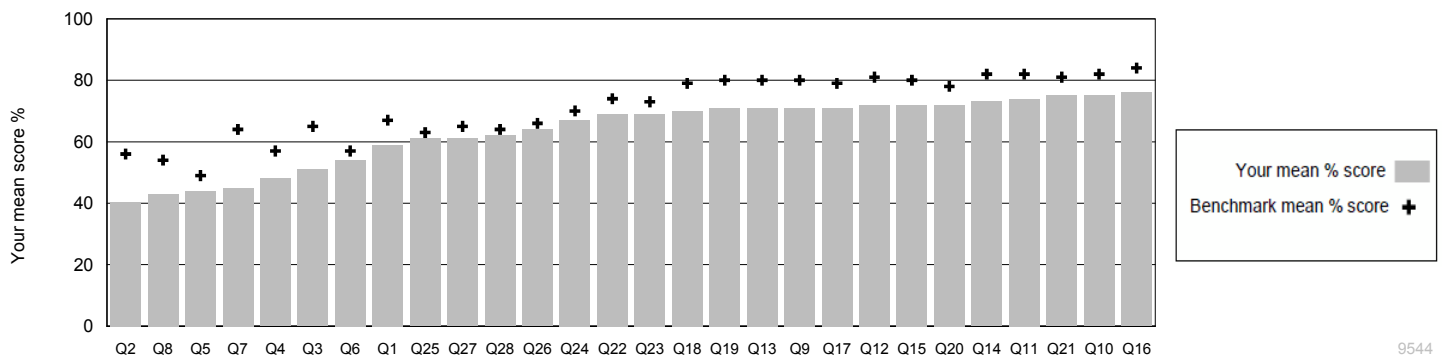
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*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (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	26	62	70	42	66	70	75	91
25 - 59	149	64	70	35	67	70	74	87
60 +	51	67	73	24	70	73	76	87
Blank	15	53	69	50	63	69	74	86
Gender								
Female	147	65	71	32	67	71	74	87
Male	80	63	73	45	69	73	77	88
Blank	14	52	69	49	65	69	74	89
Visit usual practitioner								
Yes	122	67	74	35	71	74	77	89
No	86	61	68	35	64	68	72	84
Blank	33	58	70	53	65	70	73	83
Years attending								
< 5 years	63	63	72	28	68	72	76	88
5 - 10 years	60	60	71	40	67	71	75	91
> 10 years	101	67	72	48	69	72	75	86
Blank	17	57	69	49	65	69	73	85

*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

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

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	20/03/2013	20/03/2012
Q1 Opening hours satisfaction	59	63	67
Q2 Telephone access	40	41	57
Q3 Appointment satisfaction	51	55	59
Q4 See practitioner within 48hrs	48	49	56
Q5 See practitioner of choice	44	44	52
Q6 Speak to practitioner on phone	54	51	58
Q7 Comfort of waiting room	45	48	54
Q8 Waiting time	43	40	50
Q9 Satisfaction with visit	71	74	71
Q10 Warmth of greeting	75	77	73
Q11 Ability to listen	74	77	75
Q12 Explanations	72	75	72
Q13 Reassurance	71	72	72
Q14 Confidence in ability	73	76	73
Q15 Express concerns/fears	72	74	72
Q16 Respect shown	76	79	75
Q17 Time for visit	71	71	70
Q18 Consideration	70	72	70
Q19 Concern for patient	71	73	72
Q20 Self care	72	73	71
Q21 Recommendation	75	76	72
Q22 Reception staff	69	69	71
Q23 Respect for privacy/confidentiality	69	67	70
Q24 Information of services	67	62	67
Q25 Complaints/compliments	61	57	62
Q26 Illness prevention	64	62	64
Q27 Reminder systems	61	57	62
Q28 Second opinion / comp medicine	62	58	61
Overall score	64	64	66

Your patient feedback

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

Any comments about how this practice could improve its service?

- It is so difficult to get an appointment, especially with a doctor/nurse of your choice.
- Shorter waiting times for seeing doctors easier access to specialists!
- More warnings when doctors are running late.
- So far so good.
- Answer phone calls quicker.
- I think they provide proper services for patients.
- They are doing brilliant job.
- It is very hard to see a doctor of your choice at short notice. Triage system very annoying.
- Sometimes a long wait for a appointment.
- I have just joined the surgery not yet seen a doctor only nurse for health check.
- I have always had excellent support from all doctors but would like to see one doctor more regularly to enable greater holistic care. Thank you.
- Everyone at the practice treats you with respect and goes out of their way to help you.
- Get more telephone line cause it take ages to be able to talk to someone morning noon and evening.
- All the reception staff are without fail excellent and professional and friendly. They are very responsive and proactive despite a lot of pressure at certain hours. The doctors and nurses are exceptionally brilliant especially in cases of emergency and when quick contact and advice are needed.
- Just carry on as normal.
- Easier appointments system to see any doctor if worried.
- Improvement in the prescription service. Waiting for a prescription can be up to 2 weeks.
- More hours.
- Some of the doctors are up the stairs I observe. What of patients with special needs who are not able to access these steps.
- Always been a good service always been a good surgery.
- The practice is very professional and work with a welcoming approach.
- Have had no complaints so far.
- The receptionists (apart from one) are incredibly rude and unhelpful. I also had confidential questions asked by the receptionist by her calling them out across the waiting room.
- Give the doctors more time with patients.
- The receptions give in the baby clinic is very very root.
- The access if you have a buggy is difficult. The swinging doors are awkward and narrow. I have had to carry a baby upstairs when I had very little balance which was very difficult.
- Maybe to have forms and information in other languages.
- Too long waiting on phone for test results or appointments. New receptionists need to be trained properly.
- The telephone to make it easier to contact and get appointment.
- Make appointments more easy to get and see doctor of my choice will be perfect.

Your patient feedback

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

Any comments about how this practice could improve its service?

- I like my surgery is very good.
- More privacy at reception when revealing patient results etc.
- Emergency appointments need to be available better by listening to the patient.
- So far the practice is doing very well. However in any environment there will be a slot of improvement needed. I believe the practice will identify an area of improvement to the service.
- Reception staff nice but overworked. Need more people to answer the phone.
- More eye contact from receptionists.
- To make sure touch in working properly.
- Please make a change in reception. The staff are not helpful at all.
- The practice should go back on previous services where patient sit and wait for appointment same day.
- Now the book in the morning appointment change, which I find it's hard to get through the phone most of the time I have to go the surgery just to make appointment, cause it's taken four or six time just to take someone to answer the phone.
- It should not take a week for the patient to be able to receive printed blood test results which are already sitting in the system. Approvals for print need to be instant. Ideally patient should be able to see 1 doctor, not a different doctor every time. Prescribing medication based on invalid blood test results is ridiculous! No information provided on why the results were invalid and how did the mistake happen? Lab? Practice?
- Have a better booking system for patients to book appointments. Faster ways to get through to speak to someone/book appointments.
- Change appointment system. I want to be able to book an appointment not wait for a doctor to call me back!
- The improvement the practice can make is to change how long the patients stay on the phone in case of emergency.
- Nicer waiting area.
- Excellent.
- Completely satisfied with all the doctors and the staff.
- Not all reception staff are approachable, some are wonderful.
- I would like to see a doctor when I am not well and not 3 weeks later when I'm better. The appointment system is crap.
- The waiting time is not good enough, too long.
- A few more things to read in the waiting area.
- No good.
- Chairs for back sufferers.
- Thank you all and keep up the good work.
- Answering phone calls in the mornings appointments needs to improve.
- This practice is very good to me, but it has taken 3 years just to find out what kind of illness I have, which I believe is far too long but on the whole I'm happy to a point.
- Better telephone booking sometimes take ages to get through by telephone. Also come here on time always waited more than 20 minutes to see doctor one time over 1 hour to see doctor.

Your patient feedback

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

Any comments about how this practice could improve its service?

- I have nothing but praise for, and confidence in, the clinical staff I have encountered at the practice. Where I have not ticked the 'excellent' box in this survey I believe reflects logistical pressures at the practice and its administration rather than lack of staff effort or competence.
- Touch screens for patients to confirm their arrival. Screens to alert patients when to attend treatment room.
- Excellent service.
- Opening Saturdays is very important, maybe 9am - 12 or 1pm - 5pm.
- It took the doctor 2 hours late to call me back. When I called back I was told they are running late. Two hours late is too much.
- For blood or urine tests the relevant telephone numbers don't answer. They should answer calls to extensions.
- Needs longer opening hours and more doctors. It's unacceptable to have to wait for 2 weeks!
- Quicker response times on phone calls to surgery. Shorter waiting for an arranged appointment - in the past few years I have been offered an appointment around 3 weeks in the future, by which time I have suffered pain and discomfort and have got better anyway.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- They are very good.
- Doing excellent job.
- Sometimes reception staff can be rather 'brusque'.
- One nurse needs to be told that professionalism is not only about doing their technical job well but it also should definitely include avoiding personal comments especially when administering personal female smears.
- None, very friendly and professional.
- Doctors and nurses always been pleasant and helpful.
- No my doctor is excellent.
- I have always been very impressed with the doctors I have seen at the practice - they are thorough and very engaged and also very friendly.
- All doctor are very good and caring. Excellent.
- Need to call ASAP if test results are back positive, when call need to call twice not ring once for short time and that is it.
- Very nice doctors.
- They are all very kind and caring.
- None, doctor I see is always polite, caring and understanding.
- So far they've been as perfect as possible with a professional attitude.
- There's a particular member of staff on front desk which constantly fails to surprise me with their rude tone and managed to keep me waiting on the phone the other day whilst they had a fully blown conversation with their friends. They kept me waiting for roughly 5 minutes.
- They are all excellent.
- Make sure they are aware of patients preferred choice of doctors/nurses. Keep their original patients instead of seeing every single doctor.
- The doctor that I see is very good and excellent and very respectful and have all the patient in the world but some particular doctors are rude.
- Excellent.
- No every thing is great.
- Good.
- Very good as it stands.
- No good.
- Doing very well keep it up. Thank you.
- Nothing so far.
- Doctor need to find or have more time to listen to ill people more if it is possible. I was very very ill for 5 - 6 year I had not one to listen to me or help me through this time in my life.
- To see your own doctor should be less then 7 days unless the doctor is on leave.
- Very good service.
- I don't have a problem with the doctor but the appointment system is very bad I called at 8.05am and the little girl wasn't seen till 5.40pm very bad.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- They should put dates on the referral forms to avoid disappointment to patients. X-rays especially don't x-ray if no date on form.

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 = 241

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	10	39	81	71	37	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(10 \times 0) + (39 \times 25) + (81 \times 50) + (71 \times 75) + (37 \times 100)}{(241 - 3)} = 14,050/238$$

Your mean percentage score for Q1 = 59%

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	59

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

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

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↻



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

Certificate of Completion

This is to certify that

Queens Road Partnership

387 Queens Road
London
Middlesex
SE14 5HD

Practice List Size: 10640

Surveys Completed: 241

has completed the

Improving Practice Questionnaire

Completed on 27 March 2014



Michael Greco
Director



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