

# Report Contents

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## Introduction

### About the IPQ

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

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

Extensive published validation studies (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

### About the benchmarks

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

### Your feedback

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

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

### Other useful information

Together with your report you will receive:

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

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	33	116	75	55	7
Q2 Telephone access	54	80	74	43	25	12
Q3 Appointment satisfaction	28	45	92	78	41	4
Q4 See practitioner within 48hrs	38	70	81	50	42	7
Q5 See practitioner of choice	59	60	80	49	29	11
Q6 Speak to practitioner on phone	21	62	101	48	33	23
Q7 Comfort of waiting room	29	79	97	48	31	4
Q8 Waiting time	43	94	85	37	18	11
Q9 Satisfaction with visit	0	13	80	90	92	13
Q10 Warmth of greeting	0	10	67	86	109	16
Q11 Ability to listen	1	14	62	82	114	15
Q12 Explanations	1	14	69	88	102	14
Q13 Reassurance	1	17	78	93	84	15
Q14 Confidence in ability	0	13	71	88	104	12
Q15 Express concerns/fears	0	18	70	95	96	9
Q16 Respect shown	0	6	66	84	121	11
Q17 Time for visit	3	21	80	88	88	8
Q18 Consideration	2	16	74	92	84	20
Q19 Concern for patient	3	10	82	79	93	21
Q20 Self care	3	13	75	81	87	29
Q21 Recommendation	3	11	65	84	102	23
Q22 Reception staff	7	23	80	96	76	6
Q23 Respect for privacy/confidentiality	7	26	84	92	72	7
Q24 Information of services	8	35	102	71	57	15
Q25 Complaints/compliments	7	45	107	64	35	30
Q26 Illness prevention	6	33	101	80	45	23
Q27 Reminder systems	18	28	114	61	38	29
Q28 Second opinion / comp medicine	11	27	102	52	35	61

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

Your patient feedback

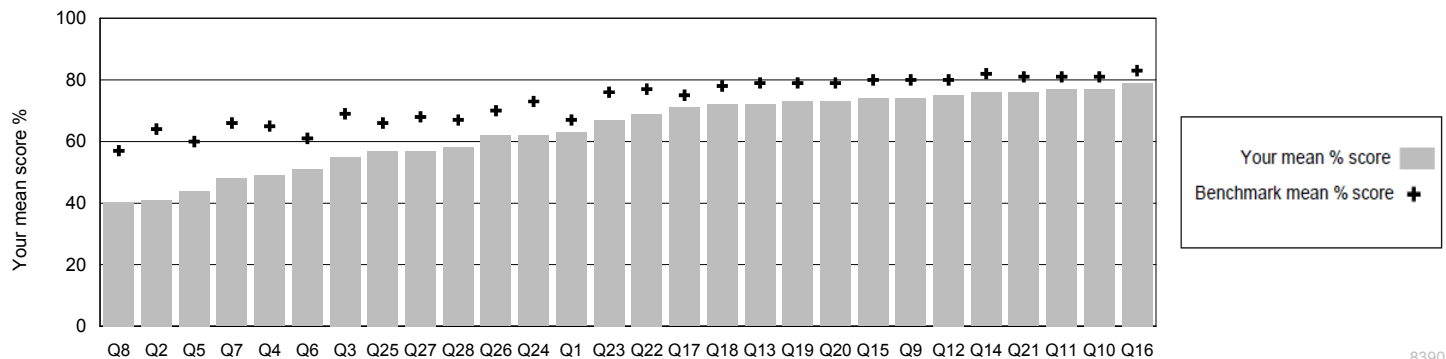
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	63	67	40	63	67	71	99
Q2 Telephone access	41	64	22	55	64	72	99
Q3 Appointment satisfaction	55	69	35	64	69	74	99
Q4 See practitioner within 48hrs	49	65	22	57	64	72	99
Q5 See practitioner of choice	44	60	23	52	60	68	99
Q6 Speak to practitioner on phone	51	61	31	54	61	67	99
Q7 Comfort of waiting room	48	66	21	61	66	72	100
Q8 Waiting time	40	57	20	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	74	80	48	76	80	84	99
Q10 Warmth of greeting	77	81	47	78	82	86	99
Q11 Ability to listen	77	81	49	78	82	86	100
Q12 Explanations	75	80	47	76	81	85	100
Q13 Reassurance	72	79	48	75	79	83	100
Q14 Confidence in ability	76	82	47	78	83	86	100
Q15 Express concerns/fears	74	80	48	76	80	84	100
Q16 Respect shown	79	83	45	80	84	88	100
Q17 Time for visit	71	75	45	70	75	79	100
Q18 Consideration	72	78	47	74	78	82	100
Q19 Concern for patient	73	79	43	75	79	83	100
Q20 Self care	73	79	51	75	80	83	99
Q21 Recommendation	76	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	69	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	67	76	42	72	76	80	100
Q24 Information of services	62	73	38	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	57	66	38	62	66	70	100
Q26 Illness prevention	62	70	19	66	69	73	100
Q27 Reminder systems	57	68	42	63	67	72	99
Q28 Second opinion / comp medicine	58	67	37	63	67	71	99
Overall score	64	73	44	69	73	77	100

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

\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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



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
<b>About the practice</b>							
Q1 Opening hours satisfaction	63	65	43	62	65	69	83
Q2 Telephone access	41	56	25	49	58	65	79
Q3 Appointment satisfaction	55	65	43	61	65	70	81
Q4 See practitioner within 48hrs	49	60	34	54	60	66	82
Q5 See practitioner of choice	44	52	27	46	52	58	79
Q6 Speak to practitioner on phone	51	57	37	52	57	63	85
Q7 Comfort of waiting room	48	64	41	60	64	69	86
Q8 Waiting time	40	54	29	49	55	60	79
<b>About the practitioner</b>							
Q9 Satisfaction with visit	74	79	55	76	80	83	90
Q10 Warmth of greeting	77	81	57	78	81	84	92
Q11 Ability to listen	77	81	58	78	82	85	94
Q12 Explanations	75	80	58	77	80	83	92
Q13 Reassurance	72	79	57	75	79	82	91
Q14 Confidence in ability	76	82	60	79	82	85	93
Q15 Express concerns/fears	74	80	60	76	80	83	90
Q16 Respect shown	79	83	62	80	84	87	93
Q17 Time for visit	71	74	55	71	74	78	90
Q18 Consideration	72	78	53	74	78	81	91
Q19 Concern for patient	73	79	55	75	79	82	91
Q20 Self care	73	78	55	75	78	82	88
Q21 Recommendation	76	81	55	77	81	84	93
<b>About the staff</b>							
Q22 Reception staff	69	73	52	70	74	77	93
Q23 Respect for privacy/confidentiality	67	73	51	70	73	76	88
Q24 Information of services	62	70	50	66	70	73	87
<b>Finally</b>							
Q25 Complaints/compliments	57	63	42	60	63	66	81
Q26 Illness prevention	62	67	46	64	67	70	85
Q27 Reminder systems	57	65	44	62	65	68	84
Q28 Second opinion / comp medicine	58	65	42	62	64	67	83
Overall score	64	71	50	67	71	74	84

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

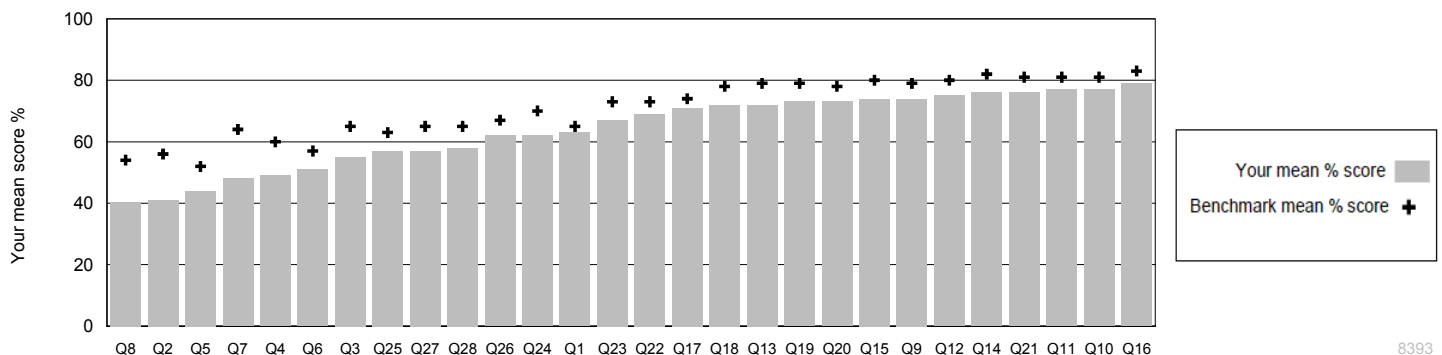
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\*Based on data from 271 practices carrying out 339 surveys between April 2008 and March 2012 with 25 or more responses.

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
<b>Age</b>								
Under 25	21	68	69	51	65	69	73	89
25 - 59	188	63	70	47	66	70	73	82
60 +	61	67	73	52	70	73	76	87
Blank	18	62	69	37	64	69	74	88
<b>Gender</b>								
Female	185	63	70	49	67	70	74	83
Male	87	67	72	50	69	72	75	86
Blank	16	56	69	45	65	69	74	89
<b>Visit usual practitioner</b>								
Yes	130	66	73	51	70	73	76	87
No	106	61	67	47	64	67	71	85
Blank	52	64	69	51	65	69	73	83
<b>Years attending</b>								
< 5 years	86	67	71	51	68	71	75	85
5 - 10 years	56	60	70	50	67	70	74	86
> 10 years	127	65	71	48	68	71	75	84
Blank	19	56	69	48	65	69	73	96

\*Based on data from 271 practices carrying out 339 surveys between April 2008 and March 2012 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	09/03/2012
Q1 Opening hours satisfaction	63	67
Q2 Telephone access	41	57
Q3 Appointment satisfaction	55	59
Q4 See practitioner within 48hrs	49	56
Q5 See practitioner of choice	44	52
Q6 Speak to practitioner on phone	51	58
Q7 Comfort of waiting room	48	54
Q8 Waiting time	40	50
Q9 Satisfaction with visit	74	71
Q10 Warmth of greeting	77	73
Q11 Ability to listen	77	75
Q12 Explanations	75	72
Q13 Reassurance	72	72
Q14 Confidence in ability	76	73
Q15 Express concerns/fears	74	72
Q16 Respect shown	79	75
Q17 Time for visit	71	70
Q18 Consideration	72	70
Q19 Concern for patient	73	72
Q20 Self care	73	71
Q21 Recommendation	76	72
Q22 Reception staff	69	71
Q23 Respect for privacy/confidentiality	67	70
Q24 Information of services	62	67
Q25 Complaints/compliments	57	62
Q26 Illness prevention	62	64
Q27 Reminder systems	57	62
Q28 Second opinion / comp medicine	58	61
Overall score	64	66

-- 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

- I sometimes have trouble remembering things. It would be great if I could be reminded of prescription renewals/medical cert renewals.
- Improvements to waiting area. Improvement to confidentiality at reception.
- The practice needs to be clean.
- The practice could try to allocate some pre booked appointments for those who work and need to have prior arrangements for taking time off work for doctors appointments.
- It takes long time for the reception to answer the phone when trying to make an appointment. If this is sorted out then this practice would be serving to the credit of patients/clients.
- To my own knowledge, the practice is improving compared to the 80's.
- Answering the telephone can improve a bit more.
- I am very satisfied with the service this practice provides. I feel they are an excellent surgery and am very satisfied.
- Make making appointment easier on the day and make it less time you have to wait for booking in advance.
- Could send reminders via text (sms) on mobile about booked appointments. Could let patients to check their results any time a day request it, whenever they are able to contact the practice.
- To reduce the time/weeks of waiting prior for an appointment to see a doctor.
- It always takes me over 10 minutes for my calls to be answered.
- The time for call on the phone in the morning before the practice pick it too long. Also, the waiting time in emergency (sat and wait) it too long. The last time I sat for an hour and 40 minutes.
- I have been a long time with this practice. I have seen most staff and they have all been very good to all. Appointments are too long. Waiting too long.
- Telephone booking appointments in morning first thing for immediate appointment same day - needs to drastically improve. Firstly, you are unable to get/make appointments because you can never get through. More operators in morning to speed up process, and make urgent appointment more available. Also, there is a long answer machine message - needs to be made shorter.
- They were ok.
- Water station, and some wine!!
- I have found some issues regarding making appointments and getting information from practice staff during my pregnancy - there seems to be an expectation that I will know everything. Practice staff may deal with pregnant women every day, and it may be routine for them, but I have never done it before. It is special and important and new for me.
- Reception area needs redecorating, (flaking plaster on ceiling, for example) and friendlier seating and children's corner? Continuity of medical personnel is important.
- If you could see the doctor or nurse within 48 hours will be highly appreciated.
- Improve waiting times.
- I find it really hard to make appointments by telephone. Line often busy and cannot get through for same day appointments. By the time I get through all same day appointments have gone.
- When I try to make appointment by phone never can speak to reception or staff.
- Need a bigger facility, more open and accommodating for volume of patients and more room for staff.
- Reception staff - poor.
- This is the best surgery I have ever been too. Well done to the staff.

## 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

- More phones.
- When I arrived the touch screen did not work. There was no hand gel available. Only 2 magazines. I have been trying to make an appointment for my review since last July when it was due. When I have tried there have been no appointments. Once I was told I could not make an appointment because the system for the following month had not been set up. I see you are offering to register new patients but I do not see how you can manage more as it seems a problem to cope with those you already have.
- I was registered in the surgery in the late seventies and I have the highest regards for 2 of the doctors.
- When asked the question can you wait/urgency? I would not be telephoning to waste my time as a professional if it was not necessary. Records should be checked if I was a frequent patient making a nuisance. Appointment was not given, just come in and sit and wait from 10.15 - whatever time?
- Only sometimes phones very busy, difficult to get through.
- I think if you would make more appointments for pregnant women. It would be better to make sure.
- Improve support for reception staff when dealing with language problems.
- The surgery could make it more easier for patients to make appointment when they call the surgery.
- Operational on line booking service.
- Be open to fact clients could be lesbian/gay, not make assumptions as client might not then be open about this. Have material about equal opportunities/anti-discrimination in practice in waiting area. Advertise sexual health clinics for all and other health advice.
- Very good/excellent!! Excellent!!
- Soft chairs in the waiting room, clearer intercom.
- Clearer intercom system.
- Very very happy, the only thing may be higher chairs for people who are in need of them.
- Longer opening hours. Weekend appointments. Chance to make appointments in advance rather than on the same day.
- Answer the phone quicker in the early morning. Normally wait 15 - 20 minutes on hold. It is very difficult for disabled patients to queue at 8am so they are dependent on the phone.
- Faster systems.
- More time.
- The morning calls take so long, it took me 40 minutes Wednesday morning before I got an answer and all the GP's I requested were all booked by then. I was not aware that patients attended the practice to get an appointment until a few months ago.
- The telephones are constantly ringing, a bit annoying.
- Carry on as you are.
- More appointments in the evenings, a lot of people work every day all day.
- They are trying their best with their limited budget.
- More opening hours, especially on Saturday/Sunday to make it more convenient for people who cannot make it on a weekday.
- Reflect the work habits of the patients - my employer makes me take time off for medical appointments, I have to work in an organisation that is 24 hour and 7 day availability and an appointment later than 0900 or earlier than 1700 is really hard as it takes a whole morning or afternoon.

## 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

- Getting through in the morning 8am to book an appointment is a nightmare. It takes an average of 30 minutes to get through most times. By the time I get through, there is no appointment left for the day.
- I am not a fan of doctors surgery or attending but I must say the staff are fantastic and friendly. There is never an issue with booking an appointment, staff are always happy to help - very happy.
- Extend hours for professionals who cannot get to appointments during the day.
- The building looks very bad. The reception and consultation rooms require extreme make over.
- Excellent practice, like all services in NHS, appointments can be limited but on the whole superb service.
- The staff and doctors are excellent but the building and facilities are poor and shabby. Would like more advice on preventative health measures for a woman of 50+ years.
- Easier to get an appointment on the phone, too long and if you have children you are on the school run. So sometimes it is impossible.
- This practice is already improved.
- Waiting room too small, decor poor.
- Booking appointments need to be improved. Called up this morning to make appointment for the same day, reception asked if it could wait if so she gave me an appointment for 2 weeks time. (That was not helpful at all). I had to convince here that it was urgent before she gave me an appointment. Sometime booking an appointment I feel like I am at the mercy of receptionist.
- Doctors here are brilliant! Although some nurses are professional but not friendly enough as nurses for baby clinic. They should at least be friendly. The reception staff should use nice words like 'please' 'I'm afraid' etc.
- Some staff of the baby clinic treat patients very badly. They never smile/say thanks to anyone. Telephone appointments never given as necessary.
- Training the receptionists to be friendly!
- Overall I receive very good level of care on all visits. It would be nice to see the same doctor more consistently as this would help build a relationship and trust. Desperately need an updated waiting room.
- More appointments especially in really serious situations as some patients prefer privacy and confidential meeting with their doctor as to any other.
- To extend working hours, so people in full time employment would have appointments outside normal working day.
- In my opinion this is an excellent practice.
- Waiting time shorter. Phone appointments easier.
- One of the receptionists is always lying about the availability of doctor of choice. They would like to offer any appointment that suits them rather than the patients. They offer appointments on "those you know" basis.
- More magazines, comfortable chairs, improve decor - (plants?), background music for relaxation.
- It is still probably easier to queue up at 7.45am rather than phone for an appointment on the same day.
- Reception staff should be polite, not to force patients about appointments.
- Improve more on reception/waiting area. Apart from that it is one of the best practice's in London. I cannot complain.
- The practice seems very busy and I think you are coping brilliantly with the numbers of people coming through the door.
- More telephone lines and operators. Improved speed of answering phone. Quicker processing of prescriptions, e.g. less than 48 hours.
- Keep it up!

## 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

- Open over lunch time to collect or deposit prescriptions. Open on Saturday mornings for same reason.
- What benefits are available to people over 60 and information.
- The practice needs a new building desperately.
- Answer the phones more quickly and do not lose repeat prescriptions.
- Keep on improving.
- Cut down waiting time when waiting to see a doctor. When a patient takes the time to attend in person at 8am they should be given priority over those who phone. Do not take on more patients.
- Other than having to come to surgery to book appointment, the surgery is perfect.
- Shorter waiting times please. Thank you.
- Keep at it.
- I am very much satisfied.
- All doctors and nurses are all very good.
- No just good.
- The phone answering service at 08.00 is not good. You can be phoning from 08.00 and get through at 08.15 and be told there are no appointments (e.g. you should have phoned earlier?). You should be able to make an appointment the next day.
- If any appointments times given could be near standard and not having to wait quite a while.
- Keep up the service I was given today.
- Text reminders and appointments. There are magazines from the 80's in the waiting room! New television? Some background music would help relaxing! (No heavy stuff!). More visible leaflets.
- Staff - most are helpful some are not.
- Please surgery really needs a proper refurbishment especially the entrance double doors, it is much too noisy. Needs new information board, clearer sound speaker. Thanks.

## 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

- One of the nurses was busy and she still had time to talk to me with respect and kindness.
- I believe they all know what they are doing.
- When they make a call (phone for medical advice) to the patient they could try to call more than once only because sometimes it is easy to lose (missed) a call for the first time e.g. weak service (of network).
- All the doctors and nurses are very kind to me. They are all hard working people. Thanks to all.
- She could have asked me if I had any queries or concerns. Also she could have explained exactly what the immunisation was for in detail.
- Tannoy is very bad, cannot hear name calling. To try and cut down on time spent with patient (especially if the matter may not be extremely urgent) notify patients waiting if there is going to be a long wait regarding their appointment due to an urgent matter (use the white board to update on delays on patient appointment etc or orally inform patients waiting personally of this - more communication with patients).
- They were very ok.
- Think about the patient, not as a number, we are paying for a service.
- Ensure prescription is ready for the patient in good time.
- Doctors and nurses are all excellent. Reception staff are excellent but in crowded and understaffed conditions for phone calls.
- Great doctors.
- The doctors/nurses are all brilliant. I have no complaints about the treatment I receive. In fact, it could not be bettered. It is just getting an appointment that is a problem.
- Availability for early starters or lates for workers. In the middle of the working day is difficult.
- Overall excellent.
- I do not want to mention her name but there is a particular nurse whom I think does not have respect for her client. Needs to be more polite.
- GP's given more time to see patients (not just this practice). GP's putting up information about child welfare and child protection and local authority designated officer services. More confidential, private space in relation to reception staff.
- Doctor is excellent!! Excellent.
- When come to reviews may be administration should just book an appointment in at the time of picking up repeated prescriptions.
- More staff.
- I think all the GP's and nurses are all extremely nice. I have no complaints about any of the staff. I think all the staff are great and very professional. I am pleased to see phone calls will be given the same chance as patients attending.
- Wish more time was available with doctor. I do not always ask question because they do not have time.
- No improvement.
- They are doing very well irrespective of government, very hard to achieve target.
- More available nights for patients as usually is not enough. Thank you.
- All of your staff are truly excellent and your receptionists are amazingly patient and professional. Some of the patients need social skills training they are so rude to receptionists and disruptive for the rest of us.
- The doctors are fantastic!!

## 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

- The service is second to none.
- More advice on preventative health measures and health monitoring - yearly health M.O.Ts at a small fee cost would be great. Thanks.
- They are absolutely fantastic.
- Doctors are brilliant, friendly and efficient.
- Personally, I would like a balance of information - not too much (this can be scary) and not too little (this can leave me wondering). Sound, fair information and advice would help reassure me.
- The only 3 doctors I see and 1 nurse are fabulous.
- Some might say there is always room for improvement.
- Satisfied.
- Was sent to hospital by a doctor who forgot to sign and date forms which caused a lot of inconvenience - had to wait 2 hours whilst receptionists passed faxes on to doctor to sign and resend to hospital. Please fill out forms in full in future.
- Courtesy, real respect.
- The doctor I saw was truly great. I will always try to see him again in future.
- Keep it up.
- If he/she is qualified that is all I care.
- To get an appointment same day could improve, with more lines and staff.
- Keep on improving.
- No comments as they are doing a fantastic job.
- Keep at it.
- No comments.
- No just good.
- Focus completely on the patient - not on external phone call or other interruptions.
- For all doctors to listen to your complaint before judging what medication to give you.
- More suggestions on how to check your body. Preventing is better than cure.

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 = 288

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	33	116	75	55	7

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (33 \times 25) + (116 \times 50) + (75 \times 75) + (55 \times 100)}{(288 - 7)} = 17,750/281$$

Your mean percentage score for Q1 = 63%

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	63

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
40	63	67	71	99

8390

\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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: 11465**

**Surveys Completed: 288**

has completed the

## **Improving Practice Questionnaire**

Completed on 27 March 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.