

Private and Confidential
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Improving Practice Questionnaire Report

Queens Road Partnership

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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	31	101	83	72	5
Q2 Telephone access	19	51	95	72	51	6
Q3 Appointment satisfaction	20	49	87	74	57	7
Q4 See practitioner within 48hrs	31	55	63	87	47	11
Q5 See practitioner of choice	38	58	73	70	45	10
Q6 Speak to practitioner on phone	12	53	82	83	41	23
Q7 Comfort of waiting room	16	72	89	68	42	7
Q8 Waiting time	29	70	83	64	34	14
Q9 Satisfaction with visit	2	23	75	99	82	13
Q10 Warmth of greeting	0	16	78	99	86	15
Q11 Ability to listen	1	16	72	84	104	17
Q12 Explanations	0	21	68	107	80	18
Q13 Reassurance	1	20	77	92	84	20
Q14 Confidence in ability	2	15	72	106	84	15
Q15 Express concerns/fears	0	22	72	93	87	20
Q16 Respect shown	0	17	68	91	97	21
Q17 Time for visit	5	28	65	100	77	19
Q18 Consideration	2	22	78	99	73	20
Q19 Concern for patient	3	19	71	100	80	21
Q20 Self care	2	23	65	108	77	19
Q21 Recommendation	2	24	67	86	92	23
Q22 Reception staff	6	28	59	100	91	10
Q23 Respect for privacy/confidentiality	3	28	75	90	85	13
Q24 Information of services	2	29	89	87	68	19
Q25 Complaints/compliments	8	28	97	81	40	40
Q26 Illness prevention	3	36	90	78	55	32
Q27 Reminder systems	10	40	83	68	56	37
Q28 Second opinion / comp medicine	6	39	81	61	46	61

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

Your patient feedback

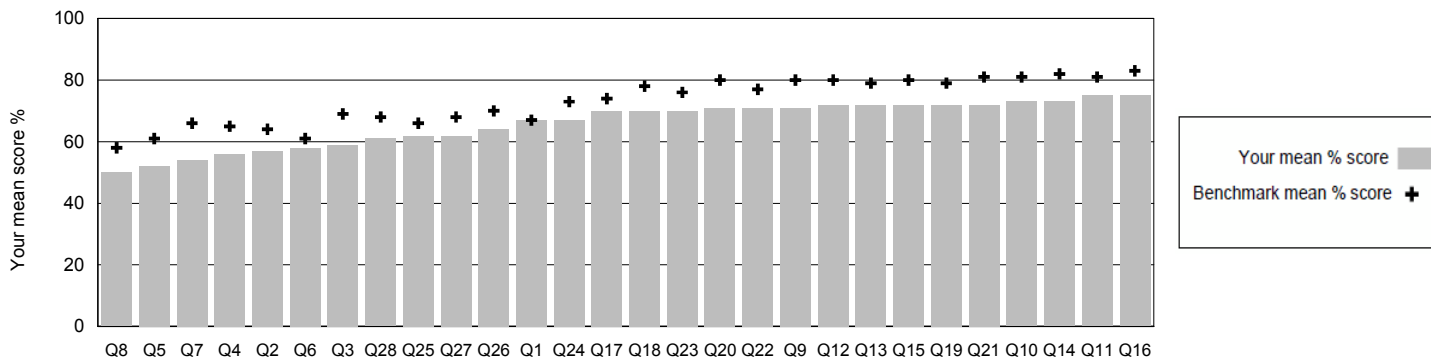
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	67	44	62	66	71	99
Q2 Telephone access	57	64	24	56	64	72	99
Q3 Appointment satisfaction	59	69	37	64	69	74	99
Q4 See practitioner within 48hrs	56	65	25	57	65	72	99
Q5 See practitioner of choice	52	61	24	53	60	69	99
Q6 Speak to practitioner on phone	58	61	31	54	61	67	99
Q7 Comfort of waiting room	54	66	31	61	66	72	100
Q8 Waiting time	50	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	71	80	49	76	80	84	99
Q10 Warmth of greeting	73	81	50	78	82	86	99
Q11 Ability to listen	75	81	50	78	82	86	100
Q12 Explanations	72	80	49	77	81	84	100
Q13 Reassurance	72	79	49	75	79	83	100
Q14 Confidence in ability	73	82	50	79	83	86	100
Q15 Express concerns/fears	72	80	50	76	80	84	100
Q16 Respect shown	75	83	50	80	84	88	100
Q17 Time for visit	70	74	46	70	74	79	100
Q18 Consideration	70	78	48	74	78	82	100
Q19 Concern for patient	72	79	48	75	79	83	100
Q20 Self care	71	80	51	78	81	85	99
Q21 Recommendation	72	81	46	77	81	85	100
About the staff							
Q22 Reception staff	71	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	70	76	45	72	76	80	100
Q24 Information of services	67	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	62	66	42	62	66	71	100
Q26 Illness prevention	64	70	46	66	69	73	100
Q27 Reminder systems	62	68	43	63	67	72	99
Q28 Second opinion / comp medicine	61	68	44	63	67	72	99
Overall score	66	73	46	69	73	77	100

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

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



Your patient feedback

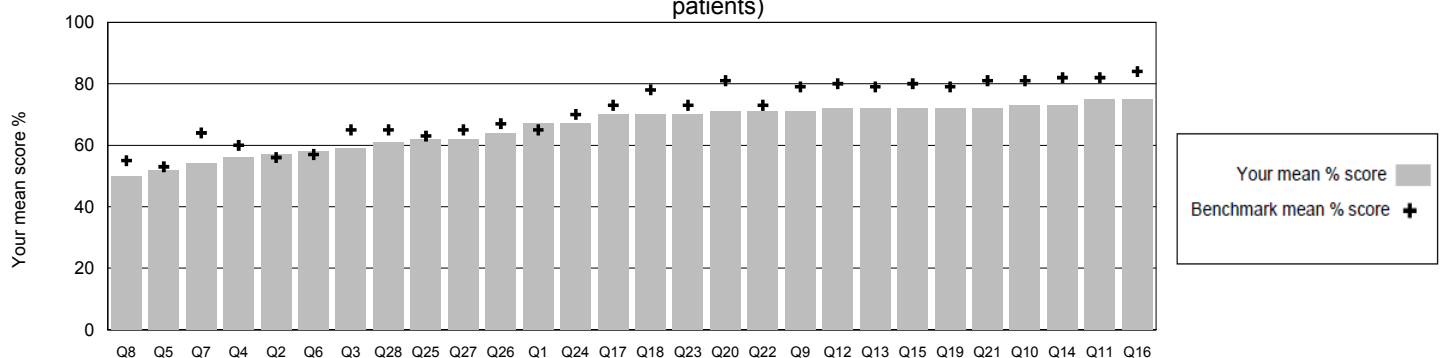
Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	65	52	61	65	69	82
Q2 Telephone access	57	56	25	49	58	63	79
Q3 Appointment satisfaction	59	65	44	61	66	70	81
Q4 See practitioner within 48hrs	56	60	35	54	61	67	82
Q5 See practitioner of choice	52	53	28	47	53	59	81
Q6 Speak to practitioner on phone	58	57	37	52	58	63	85
Q7 Comfort of waiting room	54	64	41	60	64	69	80
Q8 Waiting time	50	55	31	49	55	59	73
About the practitioner							
Q9 Satisfaction with visit	71	79	66	76	80	83	90
Q10 Warmth of greeting	73	81	68	78	81	84	92
Q11 Ability to listen	75	82	68	78	82	85	93
Q12 Explanations	72	80	68	77	80	83	91
Q13 Reassurance	72	79	65	76	79	82	91
Q14 Confidence in ability	73	82	70	79	82	85	93
Q15 Express concerns/fears	72	80	66	77	80	83	90
Q16 Respect shown	75	84	71	81	84	87	93
Q17 Time for visit	70	73	58	69	73	77	89
Q18 Consideration	70	78	63	74	78	81	91
Q19 Concern for patient	72	79	63	75	79	82	91
Q20 Self care	71	81	75	77	81	84	88
Q21 Recommendation	72	81	68	77	81	84	93
About the staff							
Q22 Reception staff	71	73	55	70	74	76	93
Q23 Respect for privacy/confidentiality	70	73	60	70	73	75	88
Q24 Information of services	67	70	57	67	70	73	87
Finally							
Q25 Complaints/compliments	62	63	51	60	63	66	78
Q26 Illness prevention	64	67	52	64	67	70	78
Q27 Reminder systems	62	65	51	62	65	68	78
Q28 Second opinion / comp medicine	61	65	53	62	65	67	79
Overall score	66	71	58	67	71	74	81

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

* Based on data from 256 practices surveyed between April 2008 and January 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (10001-12000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	46	64	69	53	65	69	73	86
25 - 59	165	65	70	56	66	70	73	81
60 +	52	73	73	61	70	73	77	84
Blank	31	64	69	47	64	69	74	88
Gender								
Female	169	66	70	57	67	70	74	82
Male	93	66	72	60	69	72	75	82
Blank	32	65	69	46	65	69	74	87
Visit usual practitioner								
Yes	124	69	73	60	70	73	77	84
No	109	64	67	53	63	67	71	79
Blank	61	63	69	51	65	69	73	82
Years attending								
< 5 years	79	69	71	53	68	71	75	85
5 - 10 years	69	64	70	56	67	70	74	83
> 10 years	112	67	71	58	68	71	75	84
Blank	34	61	69	49	65	69	73	96

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

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

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

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

Your patient feedback

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 think the staff talk a bit too loud to the person at the desk (that's not confidentiality!).
- I cannot see any way improvement can be made. Everything is excellent.
- Telephone appointment should be improved so that patient has a choice to see doctor morning hours/afternoon - evenings.
- I would like to know if all staff have had training in disabilities awareness (especially about the condition of autism). Medication checks (annual) for the elderly at least once a year.
- You're asking patients to ring in and your telephone service is so poor. To arrange appointments to see a doctor is very poor, sometimes you have to wait for weeks. This system needs to change.
- For emergency patients, to give them less waiting time (as it's an emergency). Comfort level of waiting room (by putting more toys for families with children) (cleaning the floor every time). Automatic entrance door if possible as there are elderly and families with children.
- Very, very good.
- If I phone and need an appointment I would like the reception to get me an appointment within the same day, and also if you want a certain doctor I would like it if you respect my decision and book me an appointment with the doctor of my choice. Also would like to express my annoyance at the fact that you use 'emergency' and don't tend to those in need of a doctor quick but make them wait for a long time, even in pain!
- Would prefer appointments to be made in the way of the old system, not having to call back for day or evening appointments.
- The practice could improve by giving the patient an earlier appointment, thank you.
- Never had to ask for second opinion.
- None, I have been with this practice many years and would not use any other doctors surgery. Excellent surgery.
- A cold drinks machine. More toys.
- Getting through on the telephone at 8am to make a same day appointment is almost impossible making it essential to come in person and queue. However at least if you come down early enough you know you will be seen that day!
- Clearer tannoy!
- To arrange an appointment as the patients wish and according to their time. Also, to see the doctor the patient wants.
- I think the practice, doctors, nurses and reception staff are outstanding.
- I think this GP is very small and it needs to be nice and big, especially waiting area where the patients wait. That is too small.
- Yes. Decent reception staff. A few of them are very abrupt when speaking to patients.
- I reckon the reception should be separated from the waiting area, to allow confidentiality.
- They are doing their best.
- Getting through on the telephone is a bit of a trial! However I find the staff in general very helpful and friendly. The entrance and waiting area are a disappointment compared to the standard of service and medical expertise.
- I think that the telephone should be picked up more quickly - today I started calling from 8:10am and don't get through until 9am. At which time, appointments fully booked. Phone constantly engaged, more people too.
- Offer a blood test service! Tried a same day appointment by phoning before 9am. Continuously engaged from 8:10. Phone queuing system?
- More sit in the waiting area.
- No, they could really improve anything.

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

- Yes the appointments system, we are constantly told to phone in the morning for an appointment. On phoning we are told constantly 'sorry no appointments' and that is as soon as the practice is open. Trying to get an appointment with your own doctor is a nightmare and to be honest how can you get an appointment if you are poorly when they have been pre-booked. You are told can you come back tomorrow. I would not be there if I did not need a doctor ASAP. I can never seem to get an appointment, I'm totally confused as to how others are constantly walking in and have an appointment, when we are turned away.
- The only improvement really is when we finally move to our 'un-built' new surgery. As this building is old with 'add-ons', back in the day it was for a much smaller amount of patients.
- I came with my child who has learning disabilities, now it's one hour I am waiting. Please see first children, because it's really difficult for parents who spent one hour in their GP.
- Less telephone appointments. More telephones for booking calls. Give more opportunity to practice to express themselves.
- First chance should be given child first when ill should be seen before. Waiting for one-two hours - for parents is hard when child is not well.
- Don't be rude on the phone, don't ask personal questions like 'what's wrong with you', whilst barking down the phone. Also do not make me use the self check in touch screen, I do not have to use it if I do not want to! Hand gel needed.
- The information provided by this practice about how to prevent illness and stay healthy is more of leaflets. So far I am satisfied with my treatment.
- Waiting time too long for same day appointments. Reception staff always seem to be taking telephone calls. This causes a queue as there is no-one available to help patients coming into surgery. Phone calls should be answered somewhere else, not very confidential. There should always be a member of staff available for patients coming into surgery. Maybe the surgery should have something like a ticket machine therefore enabling very sick patients having the opportunity to take a seat while they wait for the receptionist to finish on the phone.
- Maybe change the chairs in waiting room to be more comfortable and change the way the chairs are laid out, to ensure that patients are not facing each other. A TV on the wall would be nice or a radio playing soothing/nice music. Flowers fresh would add a nice touch.
- Some of the reception staff are not very forthcoming with information and patience.
- I feel that the service at the reception desk at the Erlanger Road leave much to be desired, in fact the receptionist is quite rude. When I arrived for my appointment the reception desk was unmanned. After about 5-7 minutes of standing at the desk the receptionist looked up at me, they did not come to the desk, so I stood waiting, after about another 3 minutes, they just looked up at me and they said, oh I have booked you in. This member of staff may need some sort of re-training on how to deal with the patients correctly.
- Better information regarding which surgery the appointment will be at. Better organisation of waiting room and main surgery e.g. pram area, could be near children's toys and notice board? Doors at main surgery are terrible. Very hard for mum with prams, toddlers, elderly.
- Not having to ring early in the morning to book the same day appointment. Being held in a queue for over 15 minutes and then being told there are no appointments left. Staff to be more polite. Most of the time I find some staff quite rude. Would like to actually see my actual doctor.
- Very hard to see doctor you want on the day you want appointment.
- I think the practice run very well and they do their very best.
- No, I am satisfied with the service.
- The practice should improve their time from 9am to 8am because of children. So that they can come when they are sick before going to school in mornings.
- While waiting to see the GP noted that some notice board info was out of date, i.e. practice open time and no smoking day poster. Board stipulates surgery open until 7:30!
- The appointment times could be better.

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

- Just to try to speed up waiting times as much as possible.
- The facilities could be improved by providing mother and baby breast feeding area for privacy, but overall the surgery is fine.
- Appointments within the week or same day, more should be available.
- More appointments.
- The phone was engaged.
- Keep up the good work.
- Easier to make appointments, especially emergency on the day.
- Some years ago one of the doctors told me I should always try and see the same doctor. I've heard from other doctors that this is good practice. This is what I would also prefer. The appointments system makes this impossible. Today if I wanted to see the same doctor I would have to wait for more than a month.
- The time of waiting is too long, try to think about that more.
- New building/premises.
- I have been with the practice for many years, all along its service to me has been excellent, starting from the reception to the doctors, mainly my GP has helped me a lot to fight my illness and many times recommended me to the hospital.
- Good work, please keep going.
- PA system could be clearer.
- Most satisfied with this service wouldn't want to change it for another GP practice.
- Doors to the entrance, are too noisy.
- Reduce waiting time.
- We would like to thank you and all staff you have. Please accept my heartfelt thanks for your huge help. May god bless all of you.
- Children play area.
- Ok.
- Waiting - appointments are not good.
- The reception staff need to be more effective and need to listen more and not to believe they know what the patient is saying. They need to give us the chance to express our concerns.
- Longer opening hours and weekends.
- The appointment booking system needs to improve. I spent 45 minutes unable to get through on the phone.
- Mutually, they can improve in which this practice have been putting on and medically. Honestly they've been trying their best, I admire them (both doctors and staff) are wonderful.
- Personally I would like to be seen by one doctor instead of several different GPs or nurses.
- It is quite difficult to book appointments for the day of your choice. During the mornings the phone is engaged for most of the time and by the time you speak to the receptionist no appointments are left.
- Overall the quality of service is wonderful and both I and my husband have been satisfied with all your services and are very happy with them.
- Stop being surprised when people want to see their doctor today and choose the time. Some of us have jobs. All appointments for today gone by 8:30am.

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 satisfied with this surgery.
- The practice should allow people from different place. Old Kent Road, Deptford, New Cross that is not in their area.
- This practice is excellent in all aspects.
- Magazines are 3 years old need new ones, also kids activities and books. I have waited 1 hour to see a doctor and I am still waiting.
- I always find the reception staff and doctor excellent and helpful.
- Book 3 days ahead 2 days etc.

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

- They are very good.
- Awareness training in disabilities awareness. Autism and how the patient may be affected. M.O.T. for people with disabilities - regarding 'health checks for all'.
- One particular nurse's behaviour could be looked into, won't name them at the moment, but found their behaviour very distressing without any need for it. I am sure they are mentally ill.
- I found the doctor very insensitive and lacks sometimes understanding of the patients needs.
- Actually everything was excellent. But generally for NHS staff (hospitals) it would be nice/better if they see all our history records before we come, once we book the appointment. Why I said that is because when I am pregnant or once I have the baby the midwives, doctors, nurses because every time I go I have to see different ones, even though the history is there, they offer you the same thing (like they want to take blood for the same purpose until you tell them you already have one).
- No, I like most doctors.
- Excellent service doctors are fabulous.
- They are great.
- More time to listen to the patients. If there is something the patients suffer and chase their case rather than leave it for long time without treatment.
- I love the way that the Queens Road doctors treating people, the way that they help. But the GP needs to be big enough for us.
- Release their work load and more cash.
- Excellent GP.
- I have no complaints about my regular doctor - they are excellent, supportive and approachable. The nurse was thorough.
- I'm very pleased with the practice overall!
- Listening more carefully to patient's concerns.
- No improvement needed, all the staff and medical staff are great.
- There should be two doctors for children in GP. First children should be seen. Who took emergency appointment please.
- More medical support to hospital, out-patients.
- No, the doctor is a very good doctor and caring.
- If possible to remind patients about appointments nearer to the time.
- Really satisfied with my usual doctor.
- Listen to the patient's needs and showing more concern.
- I am happy with my current nurse and doctor.
- My last visit with the doctor was excellent, they really cared.
- Very good.
- I feel they cannot do more than they are already doing.
- No, they are doing well.

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 doctors should improve how to see them when you want to see your doctors because he or she know your situation very well.
- Slow down when speaking as they spoke very fast.
- No. I saw a nurse and they were lovely to me. Very good introduction as I am new patient. No improvement needed here.
- Satisfied.
- They are always helpful.
- Keep up the good work.
- The quality of doctors and nurses is, in my experience, of the highest standard. I would feel very well looked after if there was continuity. As it is, I don't feel known by most of the doctors (particularly because, fortunately, I'm well most of the time), although as a mother it would feel good to have a sense my family is known.
- I want the other doctor to treat. I want all the doctors to do well like the other.
- No comments because I have been satisfied with their service so far. So I am happy the way they treat me and my family.
- You're doing a pretty good job as it is!
- Wow, what an incredible doctor you have, you are such an impressive person, and not only for the amazing things. Thank you for being so generous and thoughtful.
- Ok.
- Waiting.
- They are very effective.
- If not too sure about illness, to refer patient to a specialist, not give them panadol.
- As it's their speciality, they're really trying their best, they can't do more than this as they're not God.
- No, need for improvement all the staff are very pleasant and helpful.
- They are all very very good.

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 = 294

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	31	101	83	72	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (31 \times 25) + (101 \times 50) + (83 \times 75) + (72 \times 100)}{(294 - 5)} = 19,250/289$$

Your mean percentage score for Q1 = 67%

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	67

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

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

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

Associated benchmark mean scores relevant to your practice list size are also provided.

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

Page 5

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.