

Private and Confidential

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Improving Practice Questionnaire Report

The Pines Surgery

July 2014



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Dear Mrs Richards

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=173385>

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

Yours sincerely

CFEP UK Reports Team

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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	9	45	103	67	22	11
Q2 Telephone access	82	82	55	15	12	11
Q3 Appointment satisfaction	15	55	102	51	27	7
Q4 See practitioner within 48hrs	55	73	61	38	20	10
Q5 See practitioner of choice	43	83	73	32	12	14
Q6 Speak to practitioner on phone	34	70	74	22	8	49
Q7 Comfort of waiting room	5	34	120	68	27	3
Q8 Waiting time	18	73	84	39	20	23
Q9 Satisfaction with visit	3	15	65	78	89	7
Q10 Warmth of greeting	2	8	53	87	101	6
Q11 Ability to listen	3	14	49	72	113	6
Q12 Explanations	3	15	45	75	111	8
Q13 Reassurance	4	13	58	73	101	8
Q14 Confidence in ability	2	14	50	79	104	8
Q15 Express concerns/fears	4	15	52	78	100	8
Q16 Respect shown	4	6	51	69	120	7
Q17 Time for visit	1	20	60	67	95	14
Q18 Consideration	3	10	58	81	79	26
Q19 Concern for patient	2	10	61	75	88	21
Q20 Self care	3	12	62	72	82	26
Q21 Recommendation	3	13	58	62	100	21
Q22 Reception staff	1	16	79	86	68	7
Q23 Respect for privacy/confidentiality	5	26	76	77	63	10
Q24 Information of services	1	41	80	64	54	17
Q25 Complaints/compliments	8	42	87	53	26	41
Q26 Illness prevention	4	35	95	60	35	28
Q27 Reminder systems	10	46	80	63	21	37
Q28 Second opinion / comp medicine	9	36	66	47	19	80

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

Your patient feedback

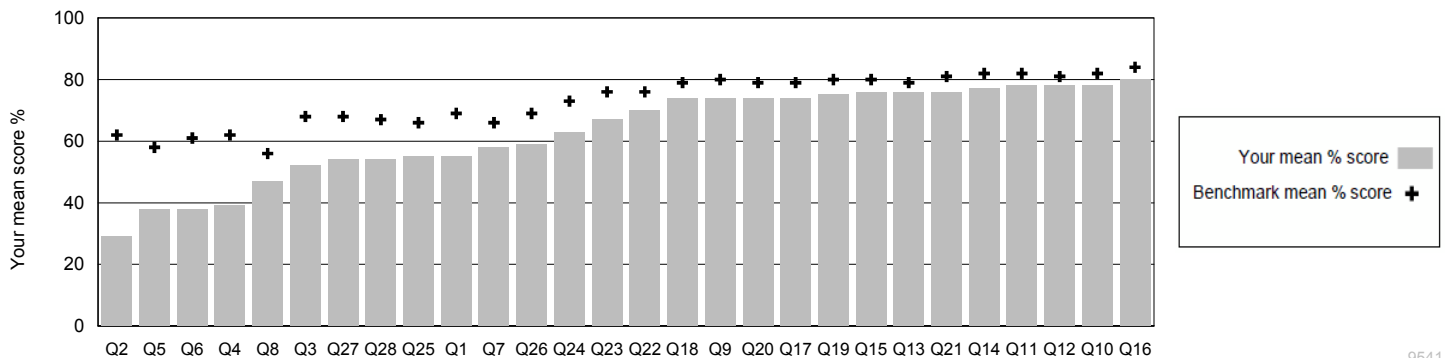
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	55	69	23	64	68	73	92
Q2 Telephone access	29	62	13	53	63	71	92
Q3 Appointment satisfaction	52	68	23	63	68	74	92
Q4 See practitioner within 48hrs	39	62	18	54	62	70	96
Q5 See practitioner of choice	38	58	22	48	57	65	95
Q6 Speak to practitioner on phone	38	61	25	54	61	67	92
Q7 Comfort of waiting room	58	66	27	60	66	71	90
Q8 Waiting time	47	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	74	80	41	76	81	85	97
Q10 Warmth of greeting	78	82	45	78	82	86	96
Q11 Ability to listen	78	82	46	78	83	87	97
Q12 Explanations	78	81	42	77	81	85	97
Q13 Reassurance	76	79	41	75	80	84	98
Q14 Confidence in ability	77	82	43	79	83	87	99
Q15 Express concerns/fears	76	80	45	76	81	85	96
Q16 Respect shown	80	84	49	80	85	88	98
Q17 Time for visit	74	79	38	75	80	84	96
Q18 Consideration	74	79	41	75	79	83	98
Q19 Concern for patient	75	80	43	76	80	84	97
Q20 Self care	74	79	38	75	79	83	97
Q21 Recommendation	76	81	41	78	82	86	99
About the staff							
Q22 Reception staff	70	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	67	76	43	72	76	80	96
Q24 Information of services	63	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	55	66	31	62	66	70	96
Q26 Illness prevention	59	69	34	64	68	72	96
Q27 Reminder systems	54	68	27	63	68	72	96
Q28 Second opinion / comp medicine	54	67	30	62	67	71	96
Overall score	63	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 (8001-10000 patients)

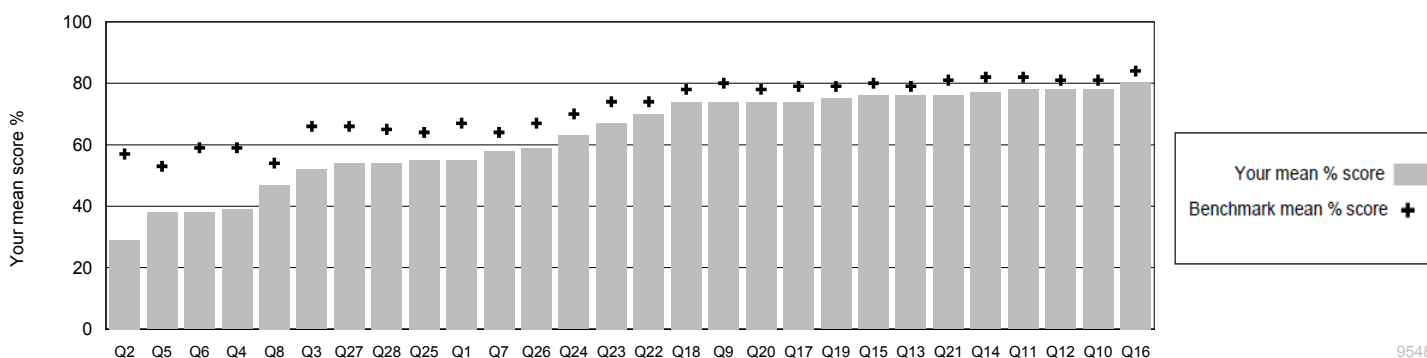
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	55	67	49	64	68	71	76
Q2 Telephone access	29	57	22	51	59	64	78
Q3 Appointment satisfaction	52	66	39	62	67	71	79
Q4 See practitioner within 48hrs	39	59	29	53	59	67	80
Q5 See practitioner of choice	38	53	26	47	54	59	78
Q6 Speak to practitioner on phone	38	59	36	54	60	65	78
Q7 Comfort of waiting room	58	64	42	59	64	68	82
Q8 Waiting time	47	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	74	80	51	76	81	84	92
Q10 Warmth of greeting	78	81	52	78	82	86	95
Q11 Ability to listen	78	82	52	79	83	87	95
Q12 Explanations	78	81	52	77	81	85	94
Q13 Reassurance	76	79	52	76	80	84	94
Q14 Confidence in ability	77	82	53	79	83	86	95
Q15 Express concerns/fears	76	80	52	76	81	85	95
Q16 Respect shown	80	84	53	80	85	88	95
Q17 Time for visit	74	79	48	75	80	83	91
Q18 Consideration	74	78	51	75	79	83	96
Q19 Concern for patient	75	79	51	76	80	84	95
Q20 Self care	74	78	52	75	79	83	94
Q21 Recommendation	76	81	51	78	82	86	95
About the staff							
Q22 Reception staff	70	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	67	74	50	71	74	77	85
Q24 Information of services	63	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	55	64	43	61	64	68	75
Q26 Illness prevention	59	67	47	65	67	71	79
Q27 Reminder systems	54	66	47	63	66	70	77
Q28 Second opinion / comp medicine	54	65	44	63	65	68	81
Overall score	63	72	49	69	73	76	83

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 135 practices carrying out 202 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 (8001-10000 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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	19	63	70	41	66	71	75	90
25 - 59	121	60	71	50	68	72	75	81
60 +	101	66	73	49	70	74	77	88
Blank	16	74	70	48	66	71	75	92
Gender								
Female	165	61	71	49	68	72	75	83
Male	73	67	73	48	70	74	76	83
Blank	19	75	70	50	65	71	75	92
Visit usual practitioner								
Yes	129	64	74	51	71	75	77	85
No	94	61	69	43	65	69	73	80
Blank	34	71	71	49	67	71	75	86
Years attending								
< 5 years	56	64	72	45	68	73	76	82
5 - 10 years	29	65	71	48	67	71	75	83
> 10 years	148	62	72	51	69	73	76	85
Blank	24	70	70	51	65	71	74	89

*Based on data from 135 practices carrying out 202 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.

954E

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?

- Can not get through to make an appointment, phone is left on answering phone after opening times.
- No need for improvements!
- Saturday/evening surgery. Better holiday cover. Telephones! Nightmare calling up at 8:00am.
- No. I have used this practice for a number of years and when needed I found everything satisfactory.
- Having more ordinary appointments available easier. Mine was actually booked for one date but it was cancelled and when I called to find this out I was told earlier dates had been released and I could book that. This was the actual date I had wanted when I first rang but it was not available. Very glad it all worked out but strange system to offer later dates first.
- Sometimes when you call at 8:00am, by the time you get through at roughly 8:15am, there is no appointments. More appointments should be available to book and more pre-book appointments needed.
- No good on the phone at 8:00am in the morning.
- Have visited one doctor this morning. Whole demeanour was excellent. Have absolute faith in their abilities.
- Last week the receptionist was scruffy - continually dragging her hair from her face. Music in the background or even the chairs facing side would make reception a little more private.
- Main concerns are contacting surgery and getting help immediately.
- Have hours of opening on the door. There are too many posters everywhere which is confusing. Are they clear, are they important? Appointment booking system is most confusing/convoluted. When I call I am not confident I will get to see a doctor.
- Have more scope for pre-booked appointment.
- A different way of contacting surgery on a morning. I have tried and failed many times to get same day appointment.
- To book in advance, not to have to ring 3 mornings on the trot to at last get into a doctor. Receptionist only doing what the doctors have told them to do, sometimes their own common sense would serve the position better.
- Make it easier to get through to surgery to make appointments.
- The 8:00am calling in to get an appointment is very difficult - the phone is always engaged and when finally through, appointments are all gone. Sometimes it is necessary to physically come to the surgery at 8:00am to get an appointment on the day. Pre-booked appointments are nearly impossible to get.
- Just booking appointments can be difficult. They take too long to answer the phone.
- The system to book an appointment is absolutely terrible. You can't ever, ever get through at 8:00am and it's very, very hard to make an appointment or see someone when you need to. It's very bad.
- One doctor was very rude last time I see them.
- Ringing a.m. (8:00am) difficult.
- Parking really bad.
- Booking appointments through the phone in the morning is a nightmare. The phone is always engaged. When it goes through after an hour or more, all appointments opportunities are gone.
- Ability to book online in advance or at least be able to book in advance for that week to help with working hours/school hours etc. Also very frustrating to call at 8am for appointment whilst getting children ready for school. I often end up giving up without an appointment.
- Reception staff at times have been great however I have had unpleasant experiences during telephone conversations regarding appointments. Staff can sometimes be very rude and dismissive. The waiting time can also be very long.
- Unfortunately the appointment system is not sufficient, especially for working people. Telephone line constantly busy each morning and release of pre-bookable appointments insufficient.

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?

- More staff to answer the telephone at 8am. Can never seem to get through by phone and have to book appointment in person which is not always convenient.
- Put a call queuing system on your phones because it is just luck whether you get through at 8:00am - it took me three days of constant trying to get through to get an appointment.
- More flexibility for making appointments - 8:00-9:00am? Some disabled patients are not mobile this early in the day.
- As I very rarely come to the doctors, it's very difficult to comment on all questions.
- Wonderful.
- One doctor has always been excellent when I've seen them at the surgery. They have always listened and been extremely good with their diagnosis and advice.
- Too many posters and flags covering the walls.
- Change the phone in system when ringing at 8am. Most appointments have already been taken. If the doctor asks to see you again, receptionists insist you ring to make that appointment, impossible to get in.
- None really.
- Get more doctors - change the appointment system. I can NEVER pre-book an appointment, they have either all gone or they have not opened the diary? I rang 32 times at 8:00am and when I got an appointment, it was 8:20am and I was given the last one at 4:20pm. The system is unfair and very stressful. How do you pre-book appointments? Patients should be charged for not attending.
- Trying to get through in the morning is a nightmare! I was 25 minutes late in my appointment.
- The midwives and GP surgery do not seem to communicate very well. Hard to get an appointment - but improved over the last 9 months.
- Making secondary appointments. I wanted to make an appointment with the doctor on Friday, I was only allowed to see the nurse which was fine, but I needed to see the doctor again today as still not well with the same illness. I had to go through the same telephone procedure. I think there should be another telephone number for secondary appointments do you are not waiting to get through for 20 mins.
- You have to start ringing at 8:00am and carry on ringing over and over again to get through for an appointment. I find this quite stressful if I really need an appointment.
- Go back to the old way of pre-booking most visits only have one doctor on emergencies, or like other surgeries release AM appointments early, then mid-morning release PM appointments like another practice.
- I think Pines Surgery service is excellent.
- Not at present really, advice and support is excellent.
- To ensure I get an appointment when convenient for me as I work, I have to visit the surgery. Today, this was open before 8:00am and I believe I would have spent anything from 5-20 minutes trying to get an appointment by phone, not good if you work.
- A bit more privacy could be given when patients have to discuss things with receptionists when there are lots of people standing around the desk.
- Getting through in the morning at 8:00am took me 20 minutes to reuse then by the time I got through there was no appointments.
- Trying to get an appointment to see a doctor should be better.
- Very thankful of such a great NHS service - I wish every was grateful.
- Be able to book appointments a few days - 1 week in advance. 8am call to book is not always convenient, but this seems to be the only way you can get an appointment!
- More phone lines available in the morning to get through to make an appointment sometimes it's impossible!

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 visit rarely, however the only thing I find very frustrating is that can't book an appointment in the future easily. For example, I called last week to make an appointment but 'not taking bookings for 2 weeks'. Consequently, I have had to take a day off work to come to the surgery to make a same day appointment. I can't phone at 8 o'clock as I am driving to work. When I get to work and phone, all appointments gone but I work away so not convenient to drive all the way back!
- Open until 7:00pm some days for people that work later.
- Do something to improve 8am phone system. This morning had to redial several times, then rang unanswered. On several occasions I have redialled 70+ times between 8-9am and by the time get through, all appointments gone and told to try again tomorrow!
- The system of ringing at 8:00am is tiresome, there perhaps needs to be more bookable slots - it is difficult to ring at 8:00am as I am travelling to work and often cannot get through for 15-20 minutes, by which time the appointments have all gone. More bookable, both urgent and non-urgent would help. More telephone consultations would help people who are at work.
- The reminder system for ongoing health checks could be improved by cards/texts sent out to people who need regular checks instead of it being on prescriptions sheet as if you have repeat prescriptions I often don't get the slip as it goes straight back to the pharmacist.
- For staff to answer the phones, had to ring 9 times before someone answered.
- Phoning for an appointment is unsatisfactory, if have to start calling at 8:00am, do not get through until 8:20am, and then no appointments, this means am late for work and have to try again the following day.
- Phoning in for appointments (early morning).
- Have more staff on telephones so it's easier to get through in the morning!
- Reception staff on desk more. Never there when I come in and have to ring the bell a lot.
- Get online or auto-telephone booking system or more phone lines.
- The phone lines in the morning. A reminder service for appointments.
- Never can get appointment for the morning when phoning between 8-9am. Too long to wait for appointments given. Too long waiting to see doctor.
- To be able to be seen easier.
- The phoning in for appointment not very good. Maybe a system when you're in a chain.
- Getting an appointment on the telephone, getting through to the surgery is a pain.
- Need to sort out more people on at 8am when people want appointments.
- Telephone queuing system as booking appointments is horrendous.
- Reinstall the children's area. Have some art work on the wall. Timing = appointments always seem late. Waiting nurse 4pm appointment, no - 4:28!
- The only frustrating thing I can say is about the difficulty to get through on the telephone if one needs to make a doctor's appointment. Otherwise I have always had excellent service at this practice.
- More appointments for pre-book, and not to have to wait in waiting area so long.
- Making it easier to get an appointment on the day it is needed.
- Ability to get appointments very difficult on phone.
- My main complaint is trying to ring through at 8-8:30am and when I get a ring tone to be held for 20 seconds and then cut off. Just keep on redial and hope, and get through quickly to be told all appointment full - I do not have an answer except the old way of come and wait.

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?

- Trying to get through on phone in morning to get appointment is awful, maybe more lines to answer calls.
- I start work at 8:00am if I cannot get a pre-booked, it is impossible to get to a phone for 8:00am. There is not always a good understanding with employers, you should be starting work but can't as you need to call.
- Improve the telephone appointments. The phone is always engaged and when free appointments all taken!
- I have a young child and when visiting with them, it can be difficult as there is no toys or play area. I need of electric self open doors into the doctors rooms. Longer opening hours, preferably until 7-8pm.
- More pre-bookable appointments. They don't always seem to be available. It is difficult to fit appointments around work as I work 20+ miles away.
- By allowing patients to book appointments without having to phone on the day. Be given more time to explain issues to nurse/doctor without feeling like you are on a conveyor belt. No discussion as to how you would like to move forward, i.e. conventional medicine or alternative.
- Trying to get an appointment is a terrible experience every time!
- Do away with telephoning between 8-9am as you can never get through on telephone. Pre-bookable appointments for non-urgent appointments.
- Ring for seeing a doctor in the mornings is very stressful. Wished there was a different system.
- Answer the phone quicker in the morning.
- More opportunity for pre-bookable appointments that suit the patient and ability to make appointment around working hours/school, etc.
- Make appointment booking easier and more appointment availability.
- Making it easier to contact surgery in mornings.
- Better appointment booking system.
- Have more emergency appointments.
- Thankful that they are here and offer a friendly service.
- It is very difficult to contact the appointment line at 8:00am, usually resulting in missing any chance of an appointment. Appointment facility for working people would be a good idea.
- Telephone service is very difficult to get through.
- Open late nights and weekends.
- Telephone for appointment, kept having to redial took long time to get through, otherwise excellent service, very understanding reception staff.
- Years ago on an election debate, Tony Blair could not believe that a person could start phoning at 8:00am continually until 8:30am and then be told that all appointments for the day had been filled and they could not book a few days ahead for an appointment. This is still the situation.
- While making an appointment on phone, it is extremely unlikely to get through - it is engaged most of the time - very difficult to get an appointment. There should be alternate arrangements for an appointment if it is not possible for the same day - one should get one the next day - very important.
- Difficult to get appointments for the day you ring (volume of calls?) sometimes phone at 8am and get through - engaged then all gone later.
- Get a TV for the waiting room. The door to the consulting rooms should either be removed or automated. It's a hazard for staff and patients.
- Not enough appointments made available. Phone calls not answered. Can't book a doctor in advance. No privacy at front desk.

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?

- When the necessity arises to make an appointment to see a doctor quickly this is difficult as the surgeries phone is engaged for 95% of the time or the reply is that there are no appointments available. This comment would not have applied at my previous surgery.
- Mostly I have no experience of these things. All I know is the appointment system is ruthless and frustrating - but I don't have a better idea of how to do it sorry!
- Please do not offer services, treatment or surgery that does not happen in house.
- Trying to make an appointment on the day (once got through on the phone!) has been impossible on many occasions.
- Booking appointments could be easier.
- Make appointments easier to come by and do more to reduce the morning telephone rush that many feel like they must participate in.
- More staff to answer phones or phone lines. And every time I phone for an appointment, why is the reception asking what's wrong with me when it's private and not the receptionists job to tell me if it is important enough to see nurses/doctor. I feel that they think they are the doctor at times.
- It took me hitting 'redial' 102 times over 22 minutes to get answer from surgery - more staff? Facility to be put in queue for answering.
- Longer hours. More GPs.
- Can be difficult to get through on the phone when first opening in the morning. Reception area is too close to the door, everybody standing behind you can hear what you say to reception staff.
- Early way of making appointment, ring on day can take over 30 minutes to get through.
- Making appointments. It simply takes too long to get through on the telephone.
- I have experienced difficulty in obtaining an appointment with a doctor first thing in the morning by phone. The last visit took a week to achieve. This is not very good. Needs some improvement.
- Change the 8:00-8:30am only daily appointment service. Have a system of doctors hours to cope with patients' own hours of working.
- Sort out the phone system.
- One late night surgery a week, e.g. up to 8pm for people at work.
- Car parking.
- I find it difficult to get an appointment with my doctor. I start ringing at 8:00am and continue to ring but the line are always engaged. It is normally about 8:45am before I can get through, only to be told all the doctors appointments have gone. If I have to ring 8:00am to get a doctors appointment, I know I am in for a frustrating half hour plus time. When I am fortunate enough to get an appointment with my usual doctor I have every confidence in them.

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?

- Saturday service instead of 111.
- One doctor - be nice and respect others' fears. You are rude.
- Nothing, very happy with GP.
- My daughter and I have become recent patients at this surgery. So far we have been impressed with the service given and cannot think of ways to improve it. Thank you.
- More doctors.
- This doctor was very nice as always.
- Generally very pleased. Waited far too long today.
- One doctor is becoming much more understanding and accommodating about my reluctance to take medication long term. They are very helpful in helping me access other possible complementary care. They are a lovely doctor - Thank you.
- None - the practice is first class!
- One doctor needs a more professional approach and advice on patient care! All other doctors are very good.
- A nurse on a Saturday morning would help the doctors out. One knows it is never good to be ill at weekends but that's life!
- A Saturday service please, instead of 111.
- If doctors could spend a bit more time with the patients, 10 minutes is not always enough. At times I have to book again because I did not get enough time to let my doctor know about all my ailments.
- Take time to explain more rather than handing me printouts and leaflets.
- None. Felt very comfortable and at ease, at all times/visits.
- All staff are lovely!
- One doctor is always very supportive and has been great regarding my recent appointments.
- More of them. Less printouts - they send you away with paper and you have to work it out yourself.
- More patience.
- Excellent.
- No - all excellent.
- I think doctors and nurses are doing great job.
- We have found that as a family, we have always been treated well and thoroughly. Great care and expertise is always evident.
- They are all very good.
- Fab, thanks.
- All staff very helpful.
- One doctor is fantastic.
- I only feel comfortable with one doctor, they're excellent but I don't feel that comfortable with anyone else, sorry.
- Never get to doctor or nurse on appointed time. Not enough information given to me by nurses.
- One doctor is very friendly and I have no negative comments to make.

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 could all be more like one doctor - who gives us all confidence every time we see her.
- More advice on nutrition that can help prevention of illnesses. Prevent the illnesses will stop the busy times in the doctors and less stress for staff.
- The same day appointment system is good but come up with where (as I experienced above) give some one an appointment for the next day as they missed the 8am deadline.
- All doctors and nurses and receptionists are very pleasant and courteous. Thank you.
- Not really they all do their job well within the time scales allowed.
- One doctor excellent. One nurse excellent.
- Always, always nice to see them. They are excellent. They are literally, life savers - always patient with our ailments and complaints - give support beyond mere prescriptions, a credit to the community!
- Listen to what is not being said and be more proactive.
- Am pleased to see some doctors more so than others!
- When explaining my knee injury over the phone, I was appointed to one doctor. When I seen this doctor, they explained knees were not their strong point and I should have seen someone else.
- Explain to the patient with any disability in a different way of showing it.
- Can't fault the nurses/doctors, they have all been great.
- Be more accessible.
- I have no problem with the doctors or nurses, all excellent.
- Use IT - for repeat prescriptions/appointments.

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 = 257

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	9	45	103	67	22	11

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(9 \times 0) + (45 \times 25) + (103 \times 50) + (67 \times 75) + (22 \times 100)}{(257 - 11)} = 13,500/246$$

Your mean percentage score for Q1 = 55%

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	55

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

9541

*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

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

The Pines Surgery
Harborough Road North
Northampton
Northamptonshire
NN2 8LL

Practice List Size: 8500
Surveys Completed: 257
has completed the

Improving Practice Questionnaire

Completed on 14 July 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.