

Private and Confidential

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Improving Practice Questionnaire Report

Dr Simmonite and Partners

October 2012



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12 October 2012

Dear Mrs Bryson

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=136870>

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

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	5	29	113	99	34	0
Q2 Telephone access	64	73	77	51	15	0
Q3 Appointment satisfaction	11	35	97	106	29	2
Q4 See practitioner within 48hrs	29	60	80	83	24	4
Q5 See practitioner of choice	41	52	84	75	26	2
Q6 Speak to practitioner on phone	41	65	69	77	19	9
Q7 Comfort of waiting room	2	19	85	120	54	0
Q8 Waiting time	20	77	80	79	22	2
Q9 Satisfaction with visit	0	11	57	120	91	1
Q10 Warmth of greeting	0	5	61	110	103	1
Q11 Ability to listen	0	5	53	108	112	2
Q12 Explanations	0	7	50	113	109	1
Q13 Reassurance	0	9	67	104	99	1
Q14 Confidence in ability	0	5	50	109	115	1
Q15 Express concerns/fears	1	3	62	106	105	3
Q16 Respect shown	0	3	50	107	118	2
Q17 Time for visit	1	7	57	116	96	3
Q18 Consideration	0	8	60	123	86	3
Q19 Concern for patient	0	9	56	125	88	2
Q20 Self care	0	8	62	122	86	2
Q21 Recommendation	0	10	52	110	104	4
Q22 Reception staff	2	21	71	128	54	4
Q23 Respect for privacy/confidentiality	4	33	71	119	50	3
Q24 Information of services	7	27	90	110	41	5
Q25 Complaints/compliments	7	42	81	115	26	9
Q26 Illness prevention	2	22	103	117	32	4
Q27 Reminder systems	9	31	98	108	29	5
Q28 Second opinion / comp medicine	6	30	96	100	27	21

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

Your patient feedback

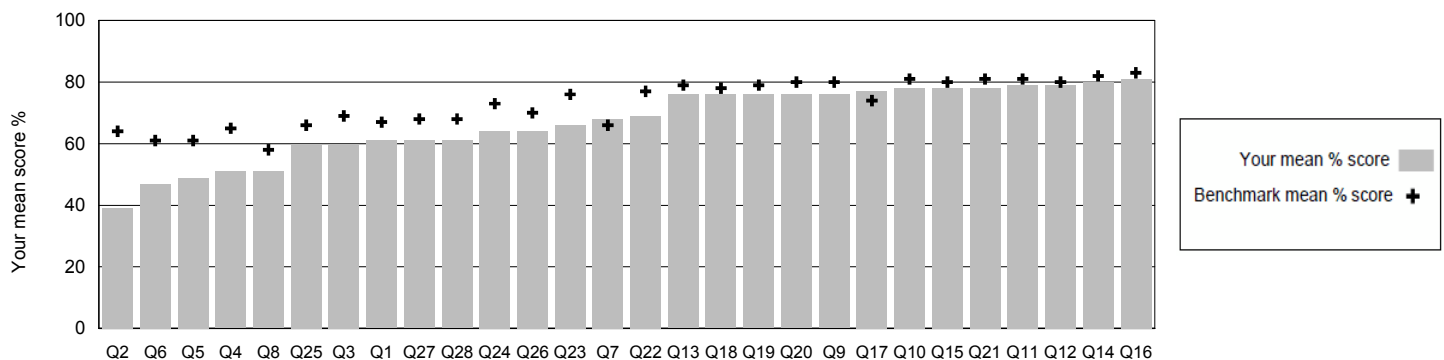
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	61	67	44	62	66	71	99
Q2 Telephone access	39	64	24	56	64	72	99
Q3 Appointment satisfaction	60	69	37	64	69	74	99
Q4 See practitioner within 48hrs	51	65	25	57	65	72	99
Q5 See practitioner of choice	49	61	24	53	60	69	99
Q6 Speak to practitioner on phone	47	61	31	54	61	67	99
Q7 Comfort of waiting room	68	66	31	61	66	72	100
Q8 Waiting time	51	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	76	80	49	76	80	84	99
Q10 Warmth of greeting	78	81	50	78	82	86	99
Q11 Ability to listen	79	81	50	78	82	86	100
Q12 Explanations	79	80	49	77	81	84	100
Q13 Reassurance	76	79	49	75	79	83	100
Q14 Confidence in ability	80	82	50	79	83	86	100
Q15 Express concerns/fears	78	80	50	76	80	84	100
Q16 Respect shown	81	83	50	80	84	88	100
Q17 Time for visit	77	74	46	70	74	79	100
Q18 Consideration	76	78	48	74	78	82	100
Q19 Concern for patient	76	79	48	75	79	83	100
Q20 Self care	76	80	51	78	81	85	99
Q21 Recommendation	78	81	46	77	81	85	100
About the staff							
Q22 Reception staff	69	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	66	76	45	72	76	80	100
Q24 Information of services	64	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	60	66	42	62	66	71	100
Q26 Illness prevention	64	70	46	66	69	73	100
Q27 Reminder systems	61	68	43	63	67	72	99
Q28 Second opinion / comp medicine	61	68	44	63	67	72	99
Overall score	67	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

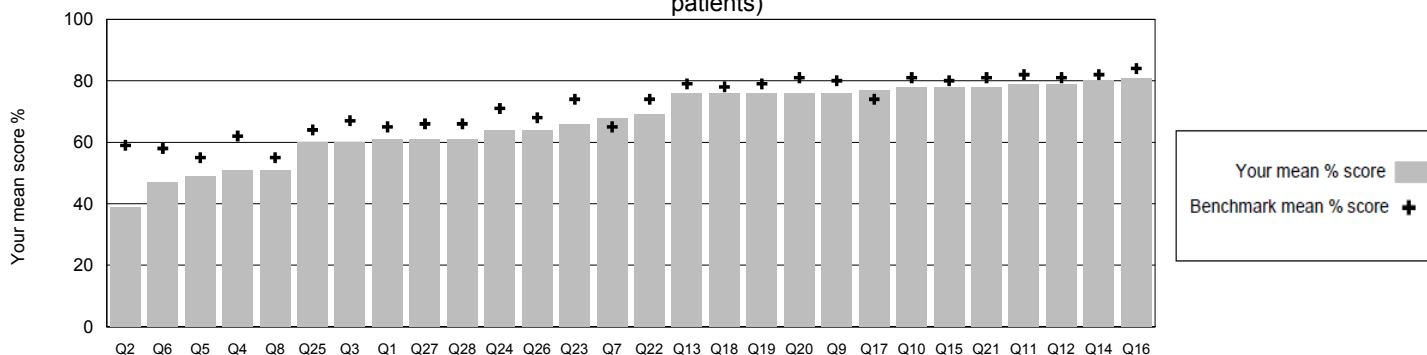
Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	61	65	50	62	66	69	94
Q2 Telephone access	39	59	31	53	61	67	93
Q3 Appointment satisfaction	60	67	49	62	67	71	92
Q4 See practitioner within 48hrs	51	62	38	56	62	68	90
Q5 See practitioner of choice	49	55	31	50	55	60	87
Q6 Speak to practitioner on phone	47	58	37	54	59	63	91
Q7 Comfort of waiting room	68	65	41	61	65	70	89
Q8 Waiting time	51	55	35	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	76	80	58	77	80	84	94
Q10 Warmth of greeting	78	81	60	78	82	85	93
Q11 Ability to listen	79	82	59	79	83	86	94
Q12 Explanations	79	81	57	77	81	85	93
Q13 Reassurance	76	79	58	76	80	83	92
Q14 Confidence in ability	80	82	59	80	83	86	93
Q15 Express concerns/fears	78	80	60	77	81	84	92
Q16 Respect shown	81	84	51	81	85	88	94
Q17 Time for visit	77	74	53	70	74	78	91
Q18 Consideration	76	78	57	75	78	82	93
Q19 Concern for patient	76	79	58	76	80	83	92
Q20 Self care	76	81	72	78	82	85	91
Q21 Recommendation	78	81	56	78	82	85	91
About the staff							
Q22 Reception staff	69	74	56	71	75	78	93
Q23 Respect for privacy/confidentiality	66	74	57	71	74	77	86
Q24 Information of services	64	71	56	68	71	74	91
Finally							
Q25 Complaints/compliments	60	64	50	61	64	68	94
Q26 Illness prevention	64	68	55	65	68	71	88
Q27 Reminder systems	61	66	51	63	66	69	91
Q28 Second opinion / comp medicine	61	66	48	63	66	69	94
Overall score	67	72	56	68	72	75	91

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 391 practices surveyed between April 2008 and February 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 (8001-10000 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 (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	61	70	51	66	70	74	91
25 - 59	134	68	71	56	67	71	74	91
60 +	96	68	74	55	72	75	78	93
Blank	31	69	70	45	65	71	75	90
Gender								
Female	162	65	71	55	68	72	75	91
Male	86	69	73	52	70	73	76	91
Blank	32	71	70	49	65	71	76	100
Visit usual practitioner								
Yes	166	69	74	58	71	74	77	92
No	72	62	68	51	65	68	72	90
Blank	42	70	70	50	67	70	74	86
Years attending								
< 5 years	37	69	72	52	69	72	76	90
5 - 10 years	31	71	71	54	67	71	74	91
> 10 years	179	65	72	57	69	72	76	92
Blank	33	72	70	45	66	71	75	90

* Based on data from 391 practices surveyed between April 2008 and February 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

Table 5: Your current and previous mean percentage scores*

	29/06/2012	28/09/2011	16/10/2008	24/08/2007
Q1 Opening hours satisfaction	61	60	59	46
Q2 Telephone access	39	38	39	17
Q3 Appointment satisfaction	60	58	59	45
Q4 See practitioner within 48hrs	51	47	49	31
Q5 See practitioner of choice	49	48	50	33
Q6 Speak to practitioner on phone	47	43	46	32
Q7 Comfort of waiting room	68	66	76	52
Q8 Waiting time	51	47	54	41
Q9 Satisfaction with visit	76	72	74	70
Q10 Warmth of greeting	78	76	74	72
Q11 Ability to listen	79	76	76	74
Q12 Explanations	79	74	75	71
Q13 Reassurance	76	74	75	73
Q14 Confidence in ability	80	77	77	76
Q15 Express concerns/fears	78	75	75	73
Q16 Respect shown	81	78	79	78
Q17 Time for visit	77	74	68	65
Q18 Consideration	76	73	72	70
Q19 Concern for patient	76	74	74	71
Q20 Self care	76	74	--	--
Q21 Recommendation	78	74	74	72
Q22 Reception staff	69	68	73	58
Q23 Respect for privacy/confidentiality	66	68	72	59
Q24 Information of services	64	65	66	55
Q25 Complaints/compliments	60	60	61	53
Q26 Illness prevention	64	62	64	59
Q27 Reminder systems	61	61	63	54
Q28 Second opinion / comp medicine	61	62	65	56
Overall score	67	65	66	58

-- no data available, question introduced in October 2009.

*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

- The ability to see a doctor without having to wait for long periods of time, appointments can always be gotten on the day of illness. I ended up in accident and emergency even though a doctor wanted to see me (directed over phone) no availability.
- Could do with more than one reception staff on when busy.
- This practice is excellent having lost a relative to cancer and having bad health myself. They are excellent.
- Well Woman clinic. Improvement of waiting time.
- More on reception at 10:00 when prescriptions are handed out.
- Let patients know when their appointment is running late.
- Use the TV, it's there why not use it. The hospital does and it passes the time.
- For reception staff not to ask if there is anything they can help with when they are not medically trained and they are sat in a public area!
- I work full time, I've often had difficulty booking an appointment for the coming week, after 5:30. I've needed an appointment but didn't need to be off work. All the receptionist could say is 'No there's no appointments to make in advance at that time, you just have to phone at 8:30 on the day you want to see a doctor or each day at that time'. This is no good to me because I'm driving to work at that time. The practice fails with the reception staff and the chemist staff are miserable.
- Having more than one on reception as there always seems to be a long queue. Also difficult to get through on the phone.
- I think there should be a screen around counter area, so people have privacy. We can hear people's conversations while waiting to see doctor.
- Waiting time at the end of the day. Reception (asking what prescription for). Talking about urine sample/blood sample in front of all waiting room.
- Needs to improve tannoy system, as can not hear it properly most days.
- Happy place.
- Improve appointment system.
- Reception staff to treat you with more respect. Seem a bit funny on the phone.
- It is very difficult to make an appointment for the near future without using the daily 'emergency' service. As a full time worker I would value more later sessions.
- If I could get in for an appointment easier it would be great that's the only thing that lets the practice down.
- Could do with more phone lines.
- No privacy at reception desk, waiting room patients can hear every word. Times for appointments alright for people who do not work, but working people have trouble with opening times.
- Have some toys/books to keep children occupied whilst waiting. Can only make appointments to see doctor if ring at 8:30 am no later else fully booked.
- Reception depends greatly on which person is working. One member of staff is curt, surly and has a very unfortunate manner. This is the same on the telephone.
- Although overall I am satisfied, sometimes I am made to feel a hindrance and that although the doctors ask they are not always listening, maybe this could be addressed.
- Maybe a more private reception desk but overall very satisfied with my doctor.
- Magazines in waiting area.

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

- Ensure the phone is manned when receptionist not at desk - at all times. I understand it is possible to book non emergency/repeat visits to the doctor a month in advance - it would be helpful if the appointment programme could be up to date. I have had problems with the diary not being updated. Ensure repeat prescriptions are available on the stated date.
- Open at 8:00 to accommodate working patients.
- By having more appointments available and to be able to get through on the phone and having two receptionists on at busy times.
- I find some of the reception staff to be very rude and not helpful at times although some are lovely.
- Need to improve appointment system by allowing more appointments to be booked in advance. Impossible to get through on the telephone in a morning. A queuing system would be better.
- Having to ring at 8:30 not getting through until 15 minutes later only to be told there's no appointments left.
- Being able to book an appointment for the next day.
- I am unhappy that an appointment can only be made within 24 hours and has to be repeated each day.
- If doctor is very late could the receptionist inform the people waiting.
- Depending on the GP you are seeing you could be waiting over 30 minutes for your appointment, but if you are even 5 minutes late due to traffic, they will refuse to see you. I don't feel this is good practice - Also I have been coming to this practice since childhood and I feel the service has not improved regarding appointments. If anything it's harder to see your own GP. I can never see my own GP - and I am unable to get an appointment, I just get told to ring at 8:30 the next day.
- More telephone lines available in a morning. Often make 8/9 calls before getting through. This would not have been possible if I was at work. Fortunately I was on annual leave today.
- Better phone system, took 52 times to get through 1 morning.
- Appointment (seeing a doctor/nurse/physio) system should be looked into to improve it.
- How can you improve on excellent reception staff, practice manager, everybody very pleasant and helpful also staff who answer the telephone, I cannot complain about anything. Keep up the good work.
- Getting an appointment on the day you want one.
- Making appointments easier to get!
- Being able to see a doctor of your choice on the day or within a few days.
- More urgent appointments made available for a doctor. Unless you're lucky to get through on the phone at 8:30, you can't get one. Maybe use an online appointment booking service too.
- At reception the queue is sometimes long. Another colleague could assist in reducing it (would take a couple of minutes).
- Tea or coffee machine and water fountain/machine. Wait times could be less. I've waited 35 minutes already to see a doctor.
- Appointment - later nights and also not having to keep ringing everyday at 8:30 - when commuting to work or taking children to school is not good.
- Individually I could not be happier with the service.
- Better time keeping for appointments.
- Carry out more of these surveys. Revamp the signage hanging from the ceiling etc. and reception. Not a problem when you know what to ignore.
- More privacy at reception 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.

Comments about how the practice could improve

- Waiting time.
- Do not allow pre-booked appointments.
- Same day or next day appointments would be appreciated.
- Very good service. Thank you.
- Staff are on site well before opening time i.e. 8:30. Could the doors be opened earlier especially when it is raining and more so during the winter months could not a ticket system be put in use during this time.
- Better phone service.
- Speed of appointments. I've had to wait 28 days for an appointment.
- If it isn't broke don't fix it!
- Staffing of reception poor at times resulting in long waits. You can try and contact practice by phone numerous times and not get through, nobody answering phone and can stay on line tomorrow and still no answer, this is abysmal especially if you want an urgent appointment.
- Better way to get an appointment.
- After pre-bookable appointments - it's not always practical to ring on day morning due to work etc.
- See doctor without appointment. Turn up and wait if urgent.
- More doctors.
- It would be nice to be able to make an appointment without coming to the surgery every morning until one is found. On this matter the reception are polite but very firm and rather unhelpful. The phone is always busy until all the appointments are allocated then is not usually picked up. It is not easy when one becomes old or just has sickness in the home and the doctor prefers to see the patient at the surgery rather than visit at home. An emergency doctor would be useful.
- Good reception area. Staff good and poor - depends on who is on.

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

- Honestly don't think my GP could improve have huge faith in what they do for me and I wish everyone could receive the same level of service/satisfaction.
- Have to wait at least half an hour to see doctor.
- Give a slightly longer appointment time with the HCA.
- Doctors are always pleasant and helpful.
- Kind and caring.
- All our doctors are very good.
- My GP has been superb.
- The doctor I saw was excellent, unfortunately I haven't been able to have consultation with this doctor for quite some time.
- The doctor is always available for me and if not there is someone who will see me so well done keep up the good work.
- Very happy. Over the years the support of my GP has been excellent.
- Being able to see my own doctor on the odd occasion.
- Pointless having 8:30 am appointments as the surgery does not open until 8:30 therefore all appointments are made late, as a knock on effect.
- More eye contact when speaking to the doctor. Avoiding eye contact makes me feel I need to rush through my health concern and that I am not being fully listened to.
- Don't retire we need you! You will be missed.
- One doctor is 100% plus could not get a better doctor anywhere, and all the nurses the same, they all work very hard. Excellent, thoughtful and caring.
- More doctors and nurses on duty.
- I'm happy with my doctor.
- Would like full health screen offered i.e. bloods. Less waiting time, getting seen on time or near it!
- Sense of humour/smile - improves health greatly. Clipboard to lean on - knee difficult to lean on.
- Impossible to improve on 'excellent'!
- I am highly satisfied.
- I would advise doctors to listen more to what the patient wants if current avenues of treatments clearly are not working. It is the patient that has to live with their issues, so if a patient believes a different avenue may help them then the doctor should respectfully help the patient explore these avenues in appropriate practice.
- Make it less difficult to speak to a doctor - by telephone.
- Can't fault my doctor or the nurses. Have always been treated kindly and courteously.
- This side of the service is always good. In fact excellent.

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 = 280

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	5	29	113	99	34	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(5 \times 0) + (29 \times 25) + (113 \times 50) + (99 \times 75) + (34 \times 100)}{(280 - 0)} = 17,200/280$$

Your mean percentage score for Q1 = 61%

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	61

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

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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a 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"/>

SAMPLE ONLY
PLEASE DO NOT COPY

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"/>

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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

Dr Simmonite and Partners

Ash Hill Road
Near Doncaster
Hatfield
DN7 6JH

Practice List Size: 9500

Surveys Completed: 280

has completed the

Improving Practice Questionnaire

Completed on 12 October 2012



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.