

# Improving Practice Questionnaire Report

Dr Morgans and Partners

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11 March 2013

Dear Dr Morgans

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=148121>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

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## Introduction

### About the IPQ

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

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

Extensive published validation studies (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	4	37	147	96	51	7
Q2 Telephone access	58	89	101	60	29	5
Q3 Appointment satisfaction	16	59	126	77	56	8
Q4 See practitioner within 48hrs	31	81	98	73	48	11
Q5 See practitioner of choice	80	92	84	41	28	17
Q6 Speak to practitioner on phone	34	75	103	52	25	53
Q7 Comfort of waiting room	3	49	154	86	44	6
Q8 Waiting time	44	119	105	42	18	14
Q9 Satisfaction with visit	2	20	93	123	96	8
Q10 Warmth of greeting	1	11	97	113	114	6
Q11 Ability to listen	2	11	80	119	124	6
Q12 Explanations	1	16	89	115	114	7
Q13 Reassurance	2	15	98	109	109	9
Q14 Confidence in ability	1	15	79	107	133	7
Q15 Express concerns/fears	2	16	92	103	121	8
Q16 Respect shown	1	5	77	118	132	9
Q17 Time for visit	1	17	92	100	120	12
Q18 Consideration	1	14	100	106	101	20
Q19 Concern for patient	1	14	96	101	108	22
Q20 Self care	1	16	91	102	101	31
Q21 Recommendation	3	9	89	94	117	30
Q22 Reception staff	6	30	98	110	82	16
Q23 Respect for privacy/confidentiality	8	39	97	102	78	18
Q24 Information of services	6	48	106	90	64	28
Q25 Complaints/compliments	8	39	126	65	49	55
Q26 Illness prevention	4	34	122	86	56	40
Q27 Reminder systems	7	41	115	75	59	45
Q28 Second opinion / comp medicine	7	37	107	55	46	90

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

Your patient feedback

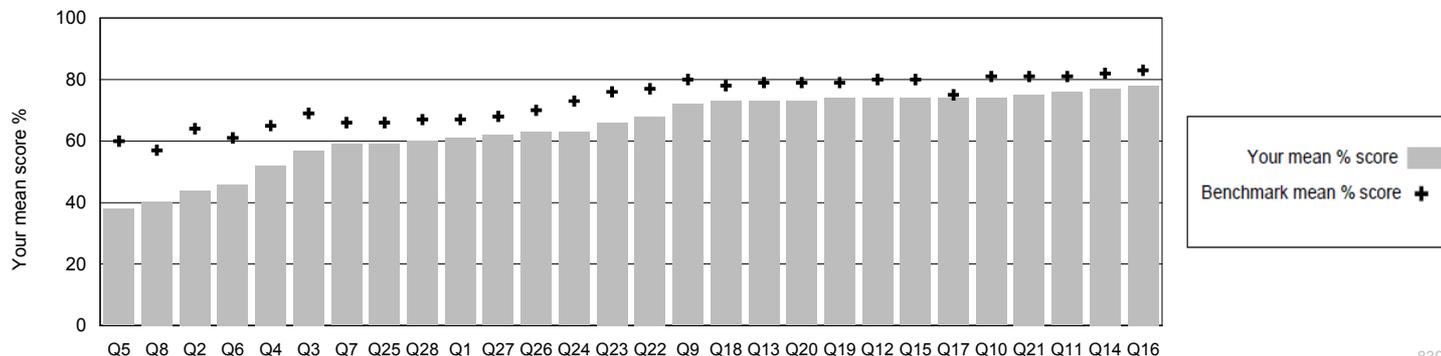
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	61	67	40	63	67	71	99
Q2 Telephone access	44	64	22	55	64	72	99
Q3 Appointment satisfaction	57	69	35	64	69	74	99
Q4 See practitioner within 48hrs	52	65	22	57	64	72	99
Q5 See practitioner of choice	38	60	23	52	60	68	99
Q6 Speak to practitioner on phone	46	61	31	54	61	67	99
Q7 Comfort of waiting room	59	66	21	61	66	72	100
Q8 Waiting time	40	57	20	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	72	80	48	76	80	84	99
Q10 Warmth of greeting	74	81	47	78	82	86	99
Q11 Ability to listen	76	81	49	78	82	86	100
Q12 Explanations	74	80	47	76	81	85	100
Q13 Reassurance	73	79	48	75	79	83	100
Q14 Confidence in ability	77	82	47	78	83	86	100
Q15 Express concerns/fears	74	80	48	76	80	84	100
Q16 Respect shown	78	83	45	80	84	88	100
Q17 Time for visit	74	75	45	70	75	79	100
Q18 Consideration	73	78	47	74	78	82	100
Q19 Concern for patient	74	79	43	75	79	83	100
Q20 Self care	73	79	51	75	80	83	99
Q21 Recommendation	75	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	68	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	66	76	42	72	76	80	100
Q24 Information of services	63	73	38	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	59	66	38	62	66	70	100
Q26 Illness prevention	63	70	19	66	69	73	100
Q27 Reminder systems	62	68	42	63	67	72	99
Q28 Second opinion / comp medicine	60	67	37	63	67	71	99
Overall score	65	73	44	69	73	77	100

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

\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.  
 - scores not illustrated if less than 5 patient responses  
 Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.  
 Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



Your patient feedback

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

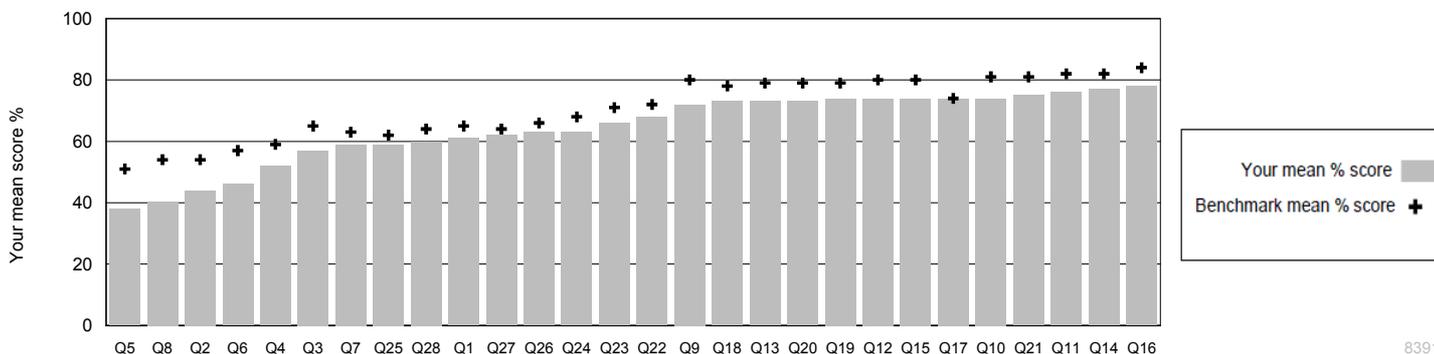
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	61	65	49	61	65	68	78
Q2 Telephone access	44	54	24	47	54	61	81
Q3 Appointment satisfaction	57	65	42	60	65	69	81
Q4 See practitioner within 48hrs	52	59	22	53	60	65	82
Q5 See practitioner of choice	38	51	23	45	51	58	85
Q6 Speak to practitioner on phone	46	57	31	51	57	62	77
Q7 Comfort of waiting room	59	63	41	59	63	69	85
Q8 Waiting time	40	54	34	50	54	59	75
<b>About the practitioner</b>							
Q9 Satisfaction with visit	72	80	63	76	80	83	94
Q10 Warmth of greeting	74	81	67	78	81	84	95
Q11 Ability to listen	76	82	68	78	82	85	96
Q12 Explanations	74	80	67	77	81	84	95
Q13 Reassurance	73	79	65	75	79	82	94
Q14 Confidence in ability	77	82	67	79	83	85	95
Q15 Express concerns/fears	74	80	66	76	80	83	94
Q16 Respect shown	78	84	70	81	84	87	95
Q17 Time for visit	74	74	57	70	74	78	93
Q18 Consideration	73	78	63	75	78	81	92
Q19 Concern for patient	74	79	64	75	79	82	93
Q20 Self care	73	79	65	75	79	82	92
Q21 Recommendation	75	81	64	78	81	84	95
<b>About the staff</b>							
Q22 Reception staff	68	72	56	68	72	75	83
Q23 Respect for privacy/confidentiality	66	71	57	68	72	75	83
Q24 Information of services	63	68	54	65	69	72	80
<b>Finally</b>							
Q25 Complaints/compliments	59	62	47	58	62	66	76
Q26 Illness prevention	63	66	52	63	66	69	80
Q27 Reminder systems	62	64	50	60	64	67	80
Q28 Second opinion / comp medicine	60	64	49	60	64	67	77
Overall score	65	70	55	67	71	74	86

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 278 practices carrying out 358 surveys between April 2008 and March 2012 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

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



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## Your patient feedback

Table 4: Your patient demographics

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

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	18	64	68	49	65	69	72	83
25 - 59	184	64	69	55	66	70	72	87
60 +	114	67	73	54	70	73	76	85
Blank	26	56	69	42	64	69	73	90
<b>Gender</b>								
Female	205	64	70	55	66	70	73	86
Male	106	66	72	57	68	72	75	85
Blank	31	62	69	40	64	69	73	85
<b>Visit usual practitioner</b>								
Yes	167	70	73	57	70	73	76	86
No	110	58	67	49	63	67	70	84
Blank	65	61	69	52	65	69	73	86
<b>Years attending</b>								
< 5 years	86	66	71	56	67	71	74	88
5 - 10 years	49	63	70	46	66	70	73	86
> 10 years	178	65	71	55	68	71	74	85
Blank	29	60	69	50	64	69	74	86

\*Based on data from 278 practices carrying out 358 surveys between April 2008 and March 2012 with 25 or more responses.

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

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

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

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## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	Current scores	05/10/2011	01/12/2008	25/08/2006
Q1 Opening hours satisfaction	61	62	62	66
Q2 Telephone access	44	53	56	58
Q3 Appointment satisfaction	57	59	60	56
Q4 See practitioner within 48hrs	52	53	58	55
Q5 See practitioner of choice	38	42	39	34
Q6 Speak to practitioner on phone	46	49	53	47
Q7 Comfort of waiting room	59	59	67	71
Q8 Waiting time	40	42	41	40
Q9 Satisfaction with visit	72	72	75	79
Q10 Warmth of greeting	74	74	76	81
Q11 Ability to listen	76	75	77	79
Q12 Explanations	74	74	75	76
Q13 Reassurance	73	71	74	75
Q14 Confidence in ability	77	75	77	81
Q15 Express concerns/fears	74	72	76	78
Q16 Respect shown	78	77	80	82
Q17 Time for visit	74	72	70	70
Q18 Consideration	73	72	74	75
Q19 Concern for patient	74	72	72	76
Q20 Self care	73	71	--	--
Q21 Recommendation	75	75	75	80
Q22 Reception staff	68	67	68	67
Q23 Respect for privacy/confidentiality	66	65	65	66
Q24 Information of services	63	64	65	65
Q25 Complaints/compliments	59	56	59	60
Q26 Illness prevention	63	63	65	67
Q27 Reminder systems	62	60	62	63
Q28 Second opinion / comp medicine	60	61	63	64
Overall score	65	65	66	67

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

\*Dates in the table relate to date of application to carry out the survey.

## Your patient feedback

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

### Comments about how the practice could improve

- Keep our doctors at our surgery. Too many new doctors which should be at new practice. The new T/P systems is not good, 11 minutes I wait on average, poor.
- Appointment service is terrible. Reception staff question about your illness when really not being qualified has nothing to do with them.
- I do not know procedures of passing compliments/complaints?
- Possible telephone system, on the whole I find the service received is very good, quite re assuring and helpful.
- Appointment was for a child of 16 months. I was not given opportunity to speak to doctor or nurse, or get an earlier appointment. The child was drowsy and had no fluids for 24 hours.
- Less waiting time for appointments and in waiting room.
- More surgery time for one doctor.
- Allow appointments first thing and last thing for people who work, it is hard getting time off work in the middle of the day. Quicker appointments if it's to do with mental health waiting 3-4 days is not good.
- On the whole this practice is very good but would be nice if you could see the doctor who is and has been treating you for a long time more often, instead of seeing a different doctor every time.
- To answer phone calls.
- I feel more comfortable talking/seeing a female doctor. Sometimes an emergency appointments this isn't possible, but should be an option as many people feel this way.
- The telephone service/system is appalling and trying to get an appointment is no better. Was told today would be rung back by doctor. Had not been rung by 3:30pm and had to call in surgery to get appointment.
- Waiting times.
- Telephone answering when trying to book an appointment on the automated system needs to be changed as no one seems to answer quickly, takes several times to get a response. Certainly needs longer opening hours for people who are in full time employment.
- Receptionist could be more friendly. Service on the telephone can be very poor and sometimes unhelpful.
- Most of the receptionists are lovely, kind and helpful. However there are a few that are incredibly rude and unhelpful. Do tend to put off myself and my family from calling/speaking to them.
- Open later hours and weekends would be great!
- We are making generalisations here, not all doctors are of the same calibre.
- Receptionist very abrupt and rude when I rang to make my appointment - they seemed extremely disinterested in my request and couldn't get me off the phone fast enough! Had numerous occasions like this when phoning to make an appointment.
- By getting the timing of appointments right. Minimum time waiting is usually 30 minutes plus! Health checks need to up their game as information on letters sent out is incorrect and telephone numbers to ring and procedure is not as stated in letter still waiting for appointment. Review date overdue.
- Sometimes the diaries are not made up enough in advanced so if a doctor asks to see you again in a month you have to phone back at a later date, and then you can't always get an appointment when you need one. Better phone service as it can take a very long time to get through and you have to keep choosing the service you want.
- Prompt answering of phone. More slots of an evening to see GP's.
- Access to the doctor of your choice - in a shorter length of time.
- Just to say car-park can be improved and the answering of the phone on a emergency phone, it takes a very long time to get through.
- Booking of appointments - a 3 week wait is for a general appointment, to air what maybe a problem is very off putting.

## 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

- Be able to phone for repeat prescriptions. See the same doctor/nurse.
- By seeing the same doctor for ongoing treatment.
- A drop in box for yellow sharp boxes like a drop in box for prescriptions, saves time in reception.
- Would prefer the practice to go back to the old system of contacting reception for any reason. Also to be able to speak to a doctor over the phone for advice.
- Reception area too near outside entrance, causes congestion.
- Being able to email or phone the doctor direct would sometimes save an appointment slot as it can be difficult to relay information or check something, it's not always helpful to only be able to speak to someone who does not know the context of the query. More flexible hours including weekends later in the evening for appointments.
- Bad system for phone appointments. Why do reception staff need to know why I need to see a doctor?
- Better telephone. Took 20 minutes to get through and was on hold for 10-15 minutes.
- Phone lines are very busy and sometimes it's difficult to get through, when at work haven't always got time to try to call 4 or 5 times until you get through - however staff always pleasant.
- Please, change telephone system to allow easy access to reception staff to make appointments. Waiting for the phone to be answered causes much anxiety/distress then getting through you're told you can't have an appointment when you need one!
- I wouldn't want to come to any other doctors, so helpful, kind and understanding.
- Appointments system leaves a lot to be desired.
- Shorter waiting times.
- Maybe longer opening hours.
- Improve waiting times and booking appointments in advance, preferably for doctor of choice.
- Time is wasted by one staff member to ring you back before you can book an appointment for that day. Having to wait up to 8 weeks to see a doctor of choice for critical ongoing treatment and care.
- I find everything about this service is very good. No complaints at all.
- Easier booking of appointments by phone.
- To be seen on time.
- Shame about wait times to see a specific doctor, could do with perhaps being assigned a doctor if you have a specific issue and this doctor more readily available - i.e. asthma doctor, diabetes doctor etc.
- Reception staff can be rude and at times sarcastic.
- Using the disabled desk on reception, I am a wheelchair user and struggle to see over tall desk. It would make the queue space longer so people don't have to wait outside.
- Make available rooms for breast feeding.
- Being able to see the same doctor/nurse would be welcome and increase confidence in patience and save time for doctors as they would know patients history and any ongoing treatments.
- A smile from reception staff wouldn't go amiss.
- Most of the doctors are excellent but one I don't approve of.
- I feel due to patient demand, it is very difficult at times to get an appointment. Which is not a bad reflection on practice although frustrating. Overall excellent practice.

## 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 telephone system. Being able to get an appointment with the doctor of my choice in a reasonable amount of time. Overall however, this is an excellent practice with fantastic resident doctors and staff.
- I am very satisfied with this practice and have received excellent care throughout the years.
- Perhaps people that come for just blood tests could use another waiting room.
- Telephone answers not fast enough.
- Have Saturday opening times. Receptionists be more pleasant (certain staff).
- To contact via telephone is a struggle most times as I am trying to get through to someone. Most of the time recently it has been up to half an hour.
- More clear information concerning test results.
- Not have to wait so long for an appointment.
- Yes, need more than one phone number to get through.
- Doctors not available (late) for appointments. Waiting time too long. Furniture/carpets etc old and tatty. Front door needs adjusting as letting cold air in and not good for babies.
- Waiting in practice could be or should be shorter sometimes.
- The time is 08:30 for an appointment, maybe one could ring back later, in case of a cancellation say 11am as well.
- Make it easier to make appointments, waiting times on telephone are unacceptable.
- Difficult to book doctors appointments.
- This practices service is excellent as it is, not sure I could improve it with my thoughts.
- Improve telephone service. It would greatly help patient attitude if when phoning the patient is put into a queue and told this by the telephone system. The phone just ringing annoys patients and gives rise to heated exchanges at reception.
- Could improve on time I waited for an appointment (might I add was two weeks!).
- Keep up the good work.
- Annual review. 2013 - Dates offered not appropriate. Came to surgery with amended sheet. Downstairs reception suggested I ring the number - they weren't keen to take it off me. 2012 - Dates offered not appropriate. Came to surgery with amended sheet. Downstairs reception took it in. Nothing heard of again.
- Put the TV on to a TV channel. More time with the doctor.
- Just poor to get answer on phone when trying to make appointments.
- Waiting time and books being open to book appointment forward (e.g. 2 months).
- Keeping to appointment times could be improved + 10 minutes.
- No problems with service.
- I wouldn't want to take my child anywhere else, doctors, nurses and receptionists are so kind and helpful.
- Should be able to see the doctor of your choice more days in the week.
- I think this surgery should open on a Saturday morning for emergencies.
- A big improvement from my last GP, more caring environment. Got a letter to remind me about flu jab.
- Where do you start? Reception staff apart from one, grumpy, un-helpful, left loads of times whilst staff have tea, biscuits, very nice, always wait, over half an hour, 11am actual appointment time.

## 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

- Sometimes getting through on phone to make appointment takes a long time.
- Larger car parking space if possible.
- Very happy.
- Telephone very poor response in answering.
- It is a shame that there are certain staff who think that patients are a hindrance to their day and show a negative attitude.
- It is difficult to see the same doctor on each visit, but it is preferable from a patients point of view.
- More appointment times.

## 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

- It helps if you know your doctor and can understand them.
- I feel that have to phone each day to get an appointment, is difficult because everyone tries to get through at that time.
- Doctors are very helpful.
- Listen more. Don't presume everything is linked to pre-existing conditions, follow up on recommendations from outside bodies.
- Nurses could check stock of vaccinations injections stock etc as I turned up to have a Hep B injection and after waiting 1 hour was told there was no vaccination available.
- No problem with the doctors.
- Just some staff need to be less abrupt. They are dealing with ill patients after all.
- Doctors/nurses excellent!
- I saw the student doctor. They were very thorough, I think they will make a good doctor.
- Doctors and nurses at the surgery are a credit, just a shame that you have to go through the uncomfortable process of the phone call to make the appointment.
- Doctors and nurses are all very good. No improvement needed.
- Doctors excellent. Nurses on occasions do not take the action they promise to take in terms of following things up.
- I am pleased with most of the doctors and nurses on the time and treatment.
- Listen more. Don't know name of doctor or if I've ever seen my doctor always someone different.
- No, they work very hard at this practice as do all the staff!
- Spend more time with you.
- Better communication between all.
- Just that would like to get to see one doctor more often as they are a very good doctor and takes time in listening to you. That doctor is a very good doctor.
- Doctors and nurses are always thorough, helpful and friendly. Good job done.
- I have found one doctor to be an excellent doctor who listens and understands at all times and prescribes to your illness accordingly, that is when you can get to see them.
- I requested this doctor as they know my background and personal problems. I do find some of the other doctors who don't know me or my background are less considerate.
- Appointment was for my young child. Had to wait approximately 4 weeks to see GP specialising in dermatology.
- Waiting times are a big issue. I have never been seen on time, usual is 1 hour late.
- Be more helpful when explaining.
- I have only ever had positive experiences with all the doctors at this practice.
- Students present whilst seeing doctor - patients should be asked and not told.
- The doctors and nurses do a fantastic job in seeing their patients I'm sure, I suppose the thoughts of patients about their doctors will be greater the more ill they get because it's the doctors and nurses that save their lives in more ways than one.
- The practice never rings back when I leave a message. On my visit today the nurse did not have the blood test paperwork. I had changed the day of the test due to work but this was not communicated to the nurse. The nurse after initial confusion sorted the problem very quickly.

## 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

- No improvement needed. Excellent doctor.
- Nurse in particular let me down, said would arrange this and that did not bother, could not give a damn about individuals, like cattle in a market.
- Doctor is excellent.
- In general 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 = 342

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	37	147	96	51	7

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (37 \times 25) + (147 \times 50) + (96 \times 75) + (51 \times 100)}{(342 - 7)} = 20,575/335$$

Your mean percentage score for Q1 = 61%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

### Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)
Q1 Opening hours satisfaction	61

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

8390

\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.

## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

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

### Page 2

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

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

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

### Page 3

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

### Page 4

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

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

### Page 5

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

### Page 6

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

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

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

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

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

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

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<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"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<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"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<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"/>				
23	Respect shown for your privacy and confidentiality	<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"/>				

### 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"/>				
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"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<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 Morgans and Partners**

81 Prestwood Road West  
Wednesfield  
WOLVERHAMPTON  
WV11 1HT

**Practice List Size: 13500**

**Surveys Completed: 342**

has completed the

## Improving Practice Questionnaire

Completed on 11 March 2013



**Michael Greco**  
Director



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