

Private and Confidential

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Improving Practice Questionnaire Report

Little London Surgery

February 2014



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21 February 2014

Dear Mrs Paul

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=169722>

Please contact the office on 0845 5197493 or 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 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	46	111	79	35	5
Q2 Telephone access	50	77	85	51	14	4
Q3 Appointment satisfaction	23	44	111	62	31	10
Q4 See practitioner within 48hrs	44	79	67	56	25	10
Q5 See practitioner of choice	54	89	64	43	20	11
Q6 Speak to practitioner on phone	50	58	75	44	16	38
Q7 Comfort of waiting room	2	30	113	84	44	8
Q8 Waiting time	26	101	88	43	15	8
Q9 Satisfaction with visit	1	28	94	77	76	5
Q10 Warmth of greeting	3	29	77	81	86	5
Q11 Ability to listen	4	22	82	74	95	4
Q12 Explanations	3	24	80	79	86	9
Q13 Reassurance	8	22	94	74	76	7
Q14 Confidence in ability	6	14	87	76	93	5
Q15 Express concerns/fears	7	25	84	73	82	10
Q16 Respect shown	6	17	71	81	103	3
Q17 Time for visit	7	34	83	75	76	6
Q18 Consideration	6	24	81	82	71	17
Q19 Concern for patient	5	26	84	75	77	14
Q20 Self care	5	27	85	82	68	14
Q21 Recommendation	9	20	76	74	84	18
Q22 Reception staff	5	22	61	96	93	4
Q23 Respect for privacy/confidentiality	3	20	67	93	89	9
Q24 Information of services	6	26	90	77	73	9
Q25 Complaints/compliments	14	37	105	58	31	36
Q26 Illness prevention	6	28	119	65	37	26
Q27 Reminder systems	10	39	105	57	40	30
Q28 Second opinion / comp medicine	8	33	90	62	34	54

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

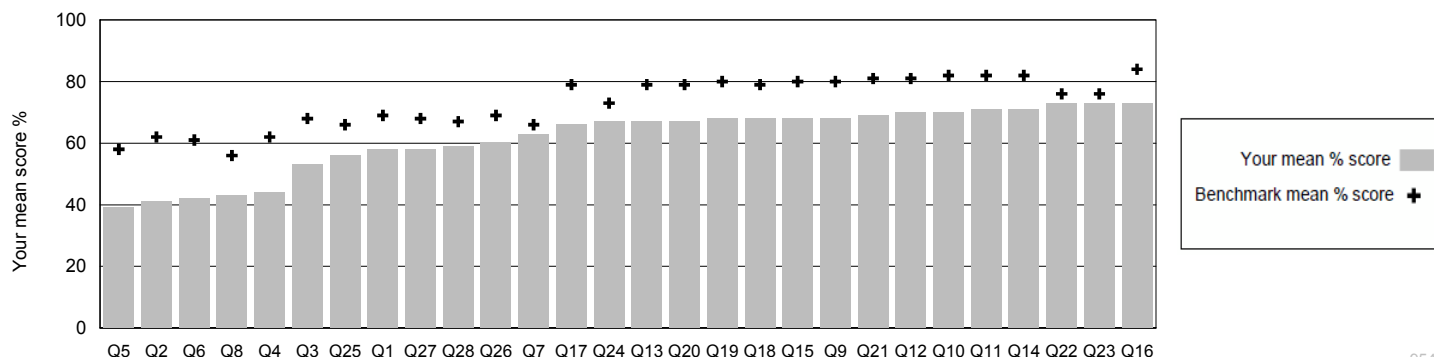
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	58	69	23	64	68	73	92
Q2 Telephone access	41	62	13	53	63	71	92
Q3 Appointment satisfaction	53	68	23	63	68	74	92
Q4 See practitioner within 48hrs	44	62	18	54	62	70	96
Q5 See practitioner of choice	39	58	22	48	57	65	95
Q6 Speak to practitioner on phone	42	61	25	54	61	67	92
Q7 Comfort of waiting room	63	66	27	60	66	71	90
Q8 Waiting time	43	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	68	80	41	76	81	85	97
Q10 Warmth of greeting	70	82	45	78	82	86	96
Q11 Ability to listen	71	82	46	78	83	87	97
Q12 Explanations	70	81	42	77	81	85	97
Q13 Reassurance	67	79	41	75	80	84	98
Q14 Confidence in ability	71	82	43	79	83	87	99
Q15 Express concerns/fears	68	80	45	76	81	85	96
Q16 Respect shown	73	84	49	80	85	88	98
Q17 Time for visit	66	79	38	75	80	84	96
Q18 Consideration	68	79	41	75	79	83	98
Q19 Concern for patient	68	80	43	76	80	84	97
Q20 Self care	67	79	38	75	79	83	97
Q21 Recommendation	69	81	41	78	82	86	99
About the staff							
Q22 Reception staff	73	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	73	76	43	72	76	80	96
Q24 Information of services	67	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	56	66	31	62	66	70	96
Q26 Illness prevention	60	69	34	64	68	72	96
Q27 Reminder systems	58	68	27	63	68	72	96
Q28 Second opinion / comp medicine	59	67	30	62	67	71	96
Overall score	62	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

9541

*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



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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	58	67	49	64	68	71	76
Q2 Telephone access	41	57	22	51	59	64	78
Q3 Appointment satisfaction	53	66	39	62	67	71	79
Q4 See practitioner within 48hrs	44	59	29	53	59	67	80
Q5 See practitioner of choice	39	53	26	47	54	59	78
Q6 Speak to practitioner on phone	42	59	36	54	60	65	78
Q7 Comfort of waiting room	63	64	42	59	64	68	82
Q8 Waiting time	43	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	68	80	51	76	81	84	92
Q10 Warmth of greeting	70	81	52	78	82	86	95
Q11 Ability to listen	71	82	52	79	83	87	95
Q12 Explanations	70	81	52	77	81	85	94
Q13 Reassurance	67	79	52	76	80	84	94
Q14 Confidence in ability	71	82	53	79	83	86	95
Q15 Express concerns/fears	68	80	52	76	81	85	95
Q16 Respect shown	73	84	53	80	85	88	95
Q17 Time for visit	66	79	48	75	80	83	91
Q18 Consideration	68	78	51	75	79	83	96
Q19 Concern for patient	68	79	51	76	80	84	95
Q20 Self care	67	78	52	75	79	83	94
Q21 Recommendation	69	81	51	78	82	86	95
About the staff							
Q22 Reception staff	73	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	73	74	50	71	74	77	85
Q24 Information of services	67	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	56	64	43	61	64	68	75
Q26 Illness prevention	60	67	47	65	67	71	79
Q27 Reminder systems	58	66	47	63	66	70	77
Q28 Second opinion / comp medicine	59	65	44	63	65	68	81
Overall score	62	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

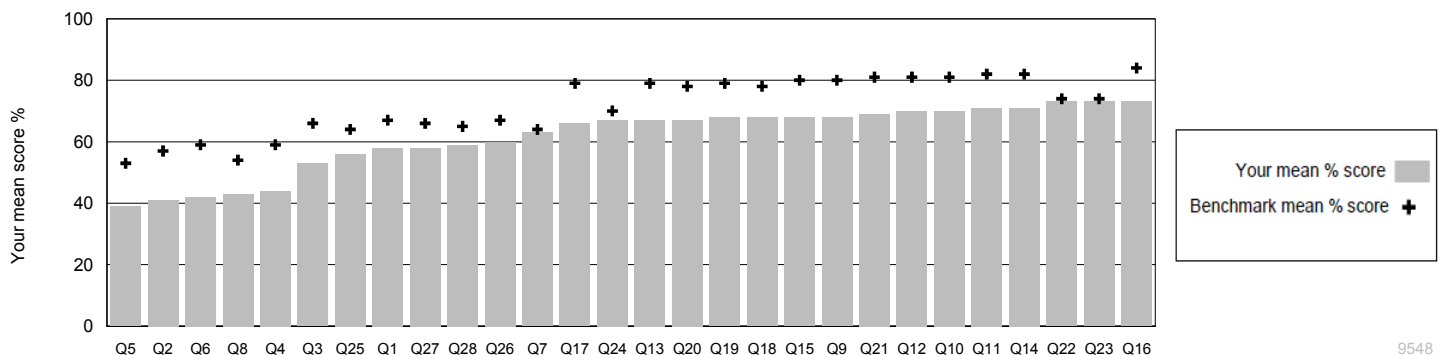
9548

*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	24	60	70	41	66	71	75	90
25 - 59	148	61	71	50	68	72	75	81
60 +	85	64	73	49	70	74	77	88
Blank	24	62	70	48	66	71	75	92
Gender								
Female	155	61	71	49	68	72	75	83
Male	94	61	73	48	70	74	76	83
Blank	32	65	70	50	65	71	75	92
Visit usual practitioner								
Yes	148	63	74	51	71	75	77	85
No	82	58	69	43	65	69	73	80
Blank	51	65	71	49	67	71	75	86
Years attending								
< 5 years	60	59	72	45	68	73	76	82
5 - 10 years	42	59	71	48	67	71	75	83
> 10 years	145	63	72	51	69	73	76	85
Blank	34	64	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

Table 5: Your current and previous mean percentage scores

	Current scores	14/03/2013	08/03/2012
Q1 Opening hours satisfaction	58	63	65
Q2 Telephone access	41	36	44
Q3 Appointment satisfaction	53	57	65
Q4 See practitioner within 48hrs	44	51	54
Q5 See practitioner of choice	39	48	54
Q6 Speak to practitioner on phone	42	36	42
Q7 Comfort of waiting room	63	58	63
Q8 Waiting time	43	45	47
Q9 Satisfaction with visit	68	70	73
Q10 Warmth of greeting	70	74	76
Q11 Ability to listen	71	74	76
Q12 Explanations	70	73	74
Q13 Reassurance	67	71	73
Q14 Confidence in ability	71	74	77
Q15 Express concerns/fears	68	71	73
Q16 Respect shown	73	76	77
Q17 Time for visit	66	69	72
Q18 Consideration	68	69	71
Q19 Concern for patient	68	70	71
Q20 Self care	67	70	70
Q21 Recommendation	69	73	75
Q22 Reception staff	73	75	77
Q23 Respect for privacy/confidentiality	73	76	77
Q24 Information of services	67	70	70
Q25 Complaints/compliments	56	59	60
Q26 Illness prevention	60	64	63
Q27 Reminder systems	58	61	64
Q28 Second opinion / comp medicine	59	61	60
Overall score	62	64	67

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?

- As an overall it's great sometimes people who have past drug abuse or other past problems that have now been erased from their life should not be judged on their past and not be treated as though those problems still exist if it is clearly evident that that patient has been clean for years and has shown no abuse it should stay in the past and treat them for today.
- When an appointment slot is given practice should ensure appointment time is stuck to. Can be disappointing waiting for 20 minutes especially if you rush in for an appointment and get here on time.
- In my opinion it very good service.
- As a working patient I often find it difficult to book an either early or late appointment out of working hours.
- I have no complaints at all.
- The telephone service improved for a while but is poor again.
- Phone answering - getting better and out of hours access and telephone calls to doctors.
- No space in waiting room for wheelchair users. In everyone's way. Automated appointment thingy out of order for a long time also situated too high for wheelchair users to use comfortably. Only one disabled bay for parking. This questionnaire and the government care data collection should have been discussed at the PPG meeting last week.
- Telephones.
- I tried to get a well woman appointment but was told you do not do them.
- Getting through at 8.00am onwards very poor, always engaged.
- To be more friendly especially with using phones make use of fax or SMS text messaging.
- I think all efforts are made to improve service. However there are always hiccups.
- Can do with more to answer phone it's awkward to get through sometimes can't. Have to send someone to ask about an appointment.
- This practice copes extremely well considering it is over loaded with too many patients.
- Fine.
- Since I wouldn't seek a consultation unless needed to have to wait a week to see the doctor is very poor and compared to other practices very poor.
- It is a pity one cannot see a particular doctor sometimes for up to 2 weeks delay.
- Does not need much improvement.
- In the waiting room - something to occupy children, some magazines, use TV for health information, turn off the music, air freshener. Still difficult to get through on phone but online booking facility is excellent.
- More phone lines.
- Could do with a play area for the children.
- There are certain members of staff who have a very rude tone when speaking to patients, I have personally experienced this and witnessed with other patients. This needs to improve because the attitude isn't acceptable but it's a minority who spoil for others.
- No children play corner.
- Repeat prescriptions should be done much quicker say 48 hours but sometimes do take longer. Routine appointments should be given quicker too.
- Make it a bit easier to make an on-the-day appointment. It is sometimes difficult to get through on the phone at 8am. Waited 1 hour 30 minutes to see doctor.

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?

- To make appointment in the morning for the evening would be very helpful.
- There is no valid complaints procedure, that I am aware of. I have an ongoing complaint which has not been resolved and which I am considering my next steps.
- Good.
- Will help when needed.
- Possibility of late night once a week, for people who work and cannot get time off for regular appointment.
- Easier access to online booking system. Better info regarding procedures. Posted out information - I'm not a regular user so when I visit and there are big changes, it is frustrated.
- The receptionist only smile and greet, other than that, you can never see your choice of doctor within a week usually week away. You call for emergency appointment at 8.00am but can never get through til or after 9am and by then never emergency appointment available the same day, get told to ring in the evening or tomorrow and your just going round and round. Doctor tight in prescribing medicines.
- To improve system of making appointments. Not only for the same day but also for other days.
- Trying to phone first thing is impossible and by time you get through there is no open appointment left for doctor of your choice.
- Appointments on time.
- Fast service.
- Being able to see the doctor of your choice sooner. Waiting times should be shorter. Other patients were seen before me even though my appointment had gone 20 minutes before.
- Should speed up.
- I haven't been with the surgery long but in my short time here I am very pleased with both the receptionist who are very friendly and doctors I have seen. I would not change anything.
- One receptionist is rude. They need to get off reception and work in the back.
- Shorten waiting time for appointments. Privacy when at counter speaking to receptionists.
- To be able to make a routine appointment with a doctor of your choice.
- Phone services improved, user busy tone, option for enquiries during 12-4pm. Routine appointments not given on day as normal cause longer waiting time for general appointments.
- More telephones and staff so that you can get through to book an appointment.
- Doctors to double check hospital consultants letter and information. Get repeat prescriptions done on time.
- More phones.
- The staff on reception are wonderful and very helpful - no improvement needed.
- To be able to see same doctor quicker.
- Only concern is trying to get an appointment for that day. As the only alternative is to wait or go to the medical centre in Walsall.
- Overall me and my family are very pleased with the service of the practice. Especially when needing to make an emergency appointment. I would like the practice to improve the service of emergency appointments by making them available in the evenings rather than just mornings.
- Unable to comment fortunate I don't attend regularly.
- Cannot get appointment when needed up to 2 weeks later.

Your patient feedback

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Any comments about how this practice could improve its service?

- Improve the ventilation. Reason concerned about individual hygiene.
- N/A very good.
- Refer non-English speaking patients to a surgery where doctors/nurses/reception staff have the language of these patients as a great deal of time is used when communication breaks down, in addition to the cost to the NHS providing interpreters.
- It is extremely difficult to book a routine appointment which is not an emergency. I'd like to see more routine appointments being available. It is also very difficult to call surgery, as lines are constantly busy.
- I have suffered several water infections in the last 6 months and had to go to the walk-in-centre as no one available to see me. My sister's surgery operates a nurse availability for urine testing, could this be a possibility?
- GP could show a bit more interest.
- The only concern is that although everyone needs a GP I find there are far too many patients each visit.
- Reception staff appear overworked and stressed on occasions.
- To allow forward appointments for people who never let you down.
- Parking is always a nightmare but appreciate little you can do. Appointment situation can sometimes be frustrating, when lengthy wait to see doctor when feeling poorly and need advice.
- Very good.
- I find the practice very welcoming and listening.
- Walk in routine blood tests on a p.m. basis.
- When you want to see doctor you want you have to wait for few days. If they can sort this out would very good.
- Allowing patients into the waiting room before 08.00am especially in adverse weather conditions.
- Only good comments.
- Make it easier for continuation to see same doctor dealing with a particular illness.
- Where someone illness is complicated or of multiple concerns is not served well if you have to see different doctors or wait 1 to 2 weeks to see a specific doctor.
- I have no problems.
- Longer opening hours.
- The small toy stand with beads is deeply missed as children were kept occupied during the lengthy waiting times.
- In my opinion the practice has far too many patients to see and has overstretched itself.
- More staff.
- Try to make up to date appointments, and try to keep by time.
- Telephone system has been greatly improved since a year ago.
- Overworked.
- Overall very good practice and service. However, as a parent of twins, one of the GP doors does not accommodate double pushchairs, which obviously compromises access.
- I think good.
- Very happy.

Your patient feedback

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Any comments about how this practice could improve its service?

- Better contact maybe another line for appointments.
- I think the staff over the phone could be more friendly when dealing with calls. More emergency appointments on the day should be available. And you should be able to get repeat prescriptions over the phone like before.
- Waiting time on the phone! Answering the phone! All day opening would be preferable.
- Some doctors to listen to the patients whatever their concerns are. They just prescribed the medicines and try to get rid of them. They should let them explain their concerns.
- Fine to me.
- By getting more doctors available to see patients and more people on the phone to book you on staff is excellent.
- Why do I have to wait 2 weeks for appointment at this practice.
- 1 staff's manner not good.
- Better opportunities for appointments when needed. If you don't call by 8am you will not get a space to see doctor!
- When self check-in is unavailable get more people on desk as waiting time to check in last couple of visits have been unacceptable.
- Better phone system, engaged on first 4 attempts. Happy with queue system once connected. Parking facilities very limited. Late opening hours.
- Complete changes of staff, only experience have not qualified.
- Improve ease of contact by telephone. Reduce queuing times at windows by a separate arrangement for purely routine matters such as repeat prescriptions. Quiet, soothing music in the waiting room - not loud, raucous 'music' and inane presenters.

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?

- The doctor was very professional, courteous, informative, friendly, very personable - a delight to see.
- To be more deaf aware. Need to learn basic signs.
- Doctors and nurses brilliant no problems.
- How can they do better, we are lucky to have them in this difficult age.
- Should be the attitude from the patient that changes toward the staff.
- I'm very satisfied with the doctors and nurses, they have always provided a brilliant service in accordance to my needs.
- Service by my doctor is fine, however, new locums should at the very least be respectful to patients, which has not happened in my case.
- Good.
- No issues always had excellent service for myself and my children.
- Possible more staff.
- Some doctors could perhaps be little warmer, and although I understand time is limited, when doctors seem preoccupied with time I feel intimidated into rushing and cannot confide. Also, info on how to deal with things without unnecessary medicines. Print outs?
- Doctor could care more about patients, make more appointments available, not be tight on budgeting on NHS medication. Just care and provide the correct care and medicine. One doctor told me pay for medication or change my doctor when I addressed them on the time I had been waiting 1 1/2 hours to see them.
- Not to wait that long.
- Don't understand why doctors run 30-45 minutes late all the time.
- Could see us earlier.
- The doctor does not need to improve they are brilliant.
- Doctors are very slow.
- No improvements.
- Possibly telephone consultations for patients who cannot be seen on the day.
- Stick to 10 minutes appointment - not 1 hour 10 minutes with a certain GP.
- I have seen many doctors/nurses and have been pleased with service from each one I have seen.
- N/A very good.
- When trying to book appointments, it's difficult to be seen by same doctor because either they are fully booked for months ahead or they are on leave. But I then have to explain my medical situation again, then examinations which have already been done are done again. It is very frustrating.
- Making appointments over lap really late many times.
- Always been very satisfied with doctor's treatment, when able to get appointment.
- Very good.
- No. Very good.
- Make it more transparent to make a double appointment if required as I had no idea we were only allowed to discuss a single issue per appointment.

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?

- I feel the doctor I saw was too quick in trying to prescribe me more medication rather than explore alternative remedies.
- To send text message reminders.
- Attract more staff. List too large.
- Very good.
- The doctors are splendid! Very good service provided!
- They should listen to the patients carefully don't ignore them. Don't show them you know all about them and prescribed them medicines without right diagnosis.
- Fine to me.
- Longer appointment time.

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 = 281

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	5	46	111	79	35	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(5 \times 0) + (46 \times 25) + (111 \times 50) + (79 \times 75) + (35 \times 100)}{(281 - 5)} = 16,125/276$$

Your mean percentage score for Q1 = 58%

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	58

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

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶



About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

<p>How old are you in years?</p> <p><input type="checkbox"/> Under 25</p> <p><input type="checkbox"/> 25-59</p> <p><input type="checkbox"/> 60+</p>	<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p>	<p>Was this visit with your usual clinician?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>How many years have you been attending this practice?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 5-10 years</p> <p><input type="checkbox"/> More than 10 years</p>
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Thank you for your time and assistance

Certificate of Completion

This is to certify that

Little London Surgery

Little London
Caldmore
Walsall
West Midlands
WS1 3EP

Practice List Size: 9035

Surveys Completed: 281

has completed the

Improving Practice Questionnaire

Completed on 21 February 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.