

Private and Confidential
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Improving Practice Questionnaire Report

The Little London Surgery

March 2013



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19 March 2013

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=152858>

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 (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	9	32	79	88	45	4
Q2 Telephone access	79	56	61	45	12	4
Q3 Appointment satisfaction	21	42	71	78	40	5
Q4 See practitioner within 48hrs	46	48	53	62	44	4
Q5 See practitioner of choice	52	55	50	60	37	3
Q6 Speak to practitioner on phone	55	62	54	29	13	44
Q7 Comfort of waiting room	13	36	100	65	39	4
Q8 Waiting time	27	80	80	39	21	10
Q9 Satisfaction with visit	5	19	80	68	81	4
Q10 Warmth of greeting	5	12	66	77	90	7
Q11 Ability to listen	5	17	61	64	100	10
Q12 Explanations	4	11	71	75	87	9
Q13 Reassurance	5	14	75	73	77	13
Q14 Confidence in ability	3	12	74	62	96	10
Q15 Express concerns/fears	4	16	73	73	80	11
Q16 Respect shown	4	13	57	72	101	10
Q17 Time for visit	7	25	67	70	80	8
Q18 Consideration	4	18	71	80	66	18
Q19 Concern for patient	5	18	75	74	74	11
Q20 Self care	3	15	78	68	69	24
Q21 Recommendation	4	14	66	73	89	11
Q22 Reception staff	2	20	52	76	102	5
Q23 Respect for privacy/confidentiality	2	9	60	81	94	11
Q24 Information of services	8	18	63	74	79	15
Q25 Complaints/compliments	7	36	92	51	43	28
Q26 Illness prevention	2	36	77	72	49	21
Q27 Reminder systems	11	32	80	64	49	21
Q28 Second opinion / comp medicine	8	26	77	54	39	53

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	63	67	40	63	67	71	99
Q2 Telephone access	36	64	22	55	64	72	99
Q3 Appointment satisfaction	57	69	35	64	69	74	99
Q4 See practitioner within 48hrs	51	65	22	57	64	72	99
Q5 See practitioner of choice	48	60	23	52	60	68	99
Q6 Speak to practitioner on phone	36	61	31	54	61	67	99
Q7 Comfort of waiting room	58	66	21	61	66	72	100
Q8 Waiting time	45	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	70	80	48	76	80	84	99
Q10 Warmth of greeting	74	81	47	78	82	86	99
Q11 Ability to listen	74	81	49	78	82	86	100
Q12 Explanations	73	80	47	76	81	85	100
Q13 Reassurance	71	79	48	75	79	83	100
Q14 Confidence in ability	74	82	47	78	83	86	100
Q15 Express concerns/fears	71	80	48	76	80	84	100
Q16 Respect shown	76	83	45	80	84	88	100
Q17 Time for visit	69	75	45	70	75	79	100
Q18 Consideration	69	78	47	74	78	82	100
Q19 Concern for patient	70	79	43	75	79	83	100
Q20 Self care	70	79	51	75	80	83	99
Q21 Recommendation	73	81	46	77	81	85	100
About the staff							
Q22 Reception staff	75	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	76	76	42	72	76	80	100
Q24 Information of services	70	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	59	66	38	62	66	70	100
Q26 Illness prevention	64	70	19	66	69	73	100
Q27 Reminder systems	61	68	42	63	67	72	99
Q28 Second opinion / comp medicine	61	67	37	63	67	71	99
Overall score	64	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

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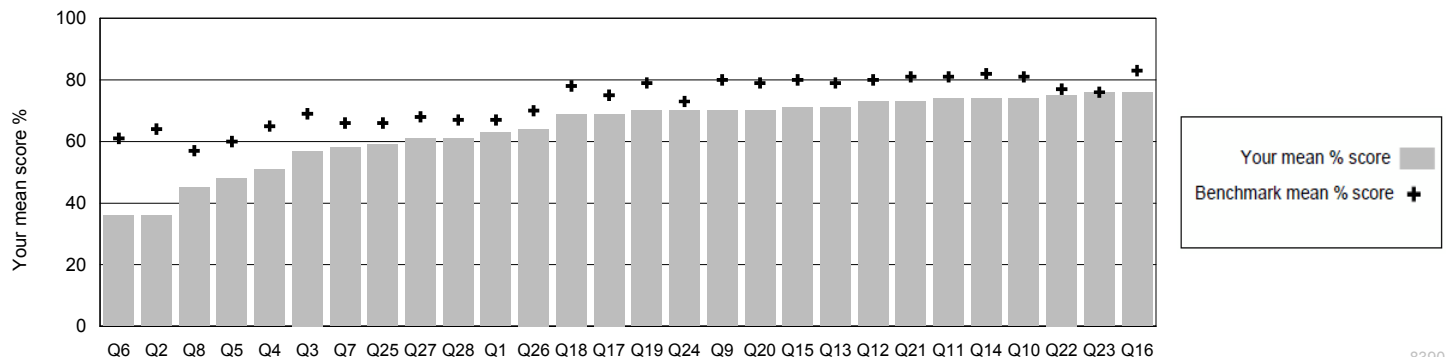
*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.

- 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



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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	63	66	44	62	66	70	94
Q2 Telephone access	36	59	22	52	60	66	93
Q3 Appointment satisfaction	57	66	35	62	67	71	92
Q4 See practitioner within 48hrs	51	61	25	55	62	68	90
Q5 See practitioner of choice	48	55	24	50	55	60	87
Q6 Speak to practitioner on phone	36	59	31	54	59	64	91
Q7 Comfort of waiting room	58	65	39	60	65	70	89
Q8 Waiting time	45	55	30	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	70	80	48	76	80	84	94
Q10 Warmth of greeting	74	81	50	78	82	85	93
Q11 Ability to listen	74	82	50	78	82	86	94
Q12 Explanations	73	80	49	77	81	85	93
Q13 Reassurance	71	79	48	76	80	83	92
Q14 Confidence in ability	74	82	50	79	83	86	93
Q15 Express concerns/fears	71	80	48	77	81	84	92
Q16 Respect shown	76	84	50	81	84	87	94
Q17 Time for visit	69	74	46	71	75	79	91
Q18 Consideration	69	78	48	75	78	82	93
Q19 Concern for patient	70	79	43	75	80	83	92
Q20 Self care	70	78	53	76	79	83	91
Q21 Recommendation	73	81	46	78	82	85	91
About the staff							
Q22 Reception staff	75	74	40	71	75	78	93
Q23 Respect for privacy/confidentiality	76	74	45	71	74	77	86
Q24 Information of services	70	71	43	68	71	74	91
Finally							
Q25 Complaints/compliments	59	64	38	61	64	68	94
Q26 Illness prevention	64	68	46	65	68	71	88
Q27 Reminder systems	61	66	43	63	66	69	91
Q28 Second opinion / comp medicine	61	66	37	63	66	69	94
Overall score	64	71	44	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

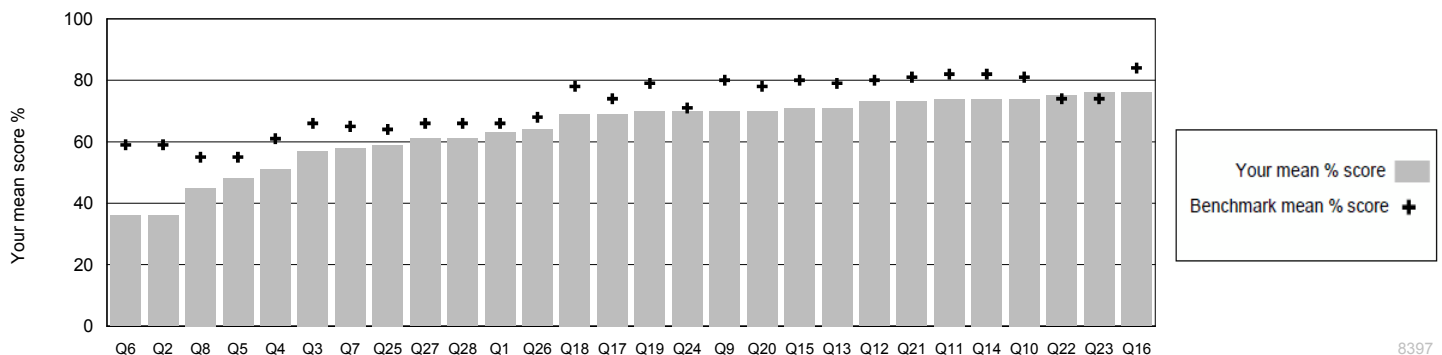
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*Based on data from 422 practices carrying out 517 surveys between April 2008 and March 2012 with 25 or more responses.

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 (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	17	63	69	45	65	70	74	91
25 - 59	136	63	70	42	67	71	74	91
60 +	86	68	74	49	71	75	78	95
Blank	18	60	70	28	65	70	75	90
Gender								
Female	162	62	71	45	68	72	75	91
Male	71	67	73	44	70	73	76	91
Blank	24	69	70	40	65	71	76	100
Visit usual practitioner								
Yes	137	67	74	49	71	74	77	92
No	68	55	68	36	65	68	72	90
Blank	52	67	70	43	66	71	75	86
Years attending								
< 5 years	48	65	72	47	68	72	76	90
5 - 10 years	55	58	71	40	67	71	75	91
> 10 years	129	66	72	43	69	73	76	92
Blank	25	67	70	41	66	71	75	90

*Based on data from 422 practices carrying out 517 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	15/02/2012
Q1 Opening hours satisfaction	63	65
Q2 Telephone access	36	44
Q3 Appointment satisfaction	57	65
Q4 See practitioner within 48hrs	51	54
Q5 See practitioner of choice	48	54
Q6 Speak to practitioner on phone	36	42
Q7 Comfort of waiting room	58	63
Q8 Waiting time	45	47
Q9 Satisfaction with visit	70	73
Q10 Warmth of greeting	74	76
Q11 Ability to listen	74	76
Q12 Explanations	73	74
Q13 Reassurance	71	73
Q14 Confidence in ability	74	77
Q15 Express concerns/fears	71	73
Q16 Respect shown	76	77
Q17 Time for visit	69	72
Q18 Consideration	69	71
Q19 Concern for patient	70	71
Q20 Self care	70	70
Q21 Recommendation	73	75
Q22 Reception staff	75	77
Q23 Respect for privacy/confidentiality	76	77
Q24 Information of services	70	70
Q25 Complaints/compliments	59	60
Q26 Illness prevention	64	63
Q27 Reminder systems	61	64
Q28 Second opinion / comp medicine	61	60
Overall score	64	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

- Get someone to answer phones.
- Improvements in the telephone system urgently needed. Greater use of IT in arranging appointments. Speaking to medical/administrators staff e.g. Skype.
- Very good service. No complaint.
- Doctor needs to listen.
- Best practice. Thank you.
- No top of the pops.
- It's hard to get in touch with the doctor when I need one most because it's one week waiting time.
- My only complaint is getting an appointment and having to come to surgery for repeat prescription.
- Could do with signposting for people with long term health conditions e.g. health trainer, diabetes, heart care expert, patients programme, people who suffer from persistent pain. Assist disabled persons to get all proper help needed for them.
- It's very difficult to get through by telephone.
- More phone lines.
- I personally believe the practice is fine.
- Problems in getting through on phone. Disabled parking could be improved.
- To me really I found every visit I come here it's always good no concerns. Only to see doctor of my choice needs to improve.
- Could improve by waiting time. More appointments.
- Doors do not open until time of first appointment, could do with opening 5 minutes before.
- Keeping it warm and not cold and not having to wait for over an hour to be seen.
- Needs higher chairs in surgery for disabled.
- No. All good. Car parking could be better.
- Trying to get through by telephone could be better, have to ring multiple times to get through.
- The telephone line is always busy, occasionally takes over 1 hour to reach. Availability of appointments is poor (especially if you work full time).
- Make it easier to phone up.
- Longer opening hours and more doctors. Breast feeding room separate. Nappy changing facilities need to improve.
- Keep the good work you are doing.
- My initial appointment was late, making my appointment at same practice late - more space between appointments recommended.
- Appointment have been changed by staff a few times or cancelled. Attention to detail when booking appointment. Doctors having meetings in surgery hours.
- Improvements on appointments availability. However I do accept that emergency appointments are always available.

Your patient feedback

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

Comments about how the practice could improve

- I'm not happy at all with opening times, to call in and appointments is ridiculous as you have to call at 8am or 4pm. Everyone is trying at the same time so extremely hard to get through and when you do even harder to get an appointment. I've had to go to A&E for antibiotics for kidney infection waited hours, where as they could have done that. Sometimes when you need repeat prescription fast for immediate travel of miscounted medicine and run out, 48 hours rule is pathetic.
- The level of care well below standard. On some occasions it takes 2-3 days to get through to book an appointment. Doctors are not friendly. They see patients as a burden.
- Find it hard to get through by phone first thing in the morning.
- Getting through to the surgery number is always difficult, evening appointments with female doctors are very limited.
- Make sure that you get to see your doctor at the appointment time. Not very happy about having to wait sometimes a week to see a particular doctor.
- I think this practice provides a good service. Telephones/trying to get through are a big issue, I rang over several days trying to get an appointment.
- More phone lines, hard to get through, line always engaged.
- Not to take too many people on practices register.
- I am happy with this practice. The only problem is getting through on the telephone to make or cancel appointments. It is also a long wait to see the doctor of my choice.
- Completely satisfied.
- More available time for emergency appointments - lines always engaged. More lines open.
- The major problem is getting through on the telephone for an appointment, and impossible to get an appointment with my own doctor in less than 20 days.
- Give appointment to children on the day they fall ill not a week later, and also to the preferred doctor.
- Phone service very poor.
- Cut down the length of waiting time.
- Seats are too low if you have bad knees, can't get up properly have to stand in waiting room.
- Continuity - should have a named doctor to patient who can be seen by that doctor most of the time if not every time. Too many locum doctors/junior doctors without much experience.
- Improve disabled parking. Cannot get into surgery today because works van and patient car parked in disabled bay and over dropped kerb. This is a typical problem. I have to wait outside until able bodied patient come out. It's not fair that I have difficulty accessing my doctor even before I get in the surgery.
- It is very good.
- Make it easier to make appointments - it is so hard to get through on the phone.
- Mainly it's hard to see the doctor when we are in need. When we really want to see them.
- More staff - it's very busy.
- Waiting times to see who appointment with could be looked at.
- More telephones.
- More appointment times. Improve phone service.
- Shorter waiting times, more opportunities to speak to doctor over the phone.

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

- It is extremely difficult to get through to GP surgery as phone lines are constantly busy. By the time I get through all the appointments are gone. Extra phone lines should be available or specifically for appointments only.
- Better telephone access for appointments.
- I am very dissatisfied with the practice on this occasion, it was good but the whole system, the arranging appointments etc has become ridiculous. This is on behalf of 30 people I've spoken to.
- You could use a reminder service for patients the day before the appointment to reduce the number of people who don't turn up for appointments. You could also have online booking appointment system.
- The phone lines can be quite busy and difficult to get through, maybe there could be a system where you can ring a certain number for results etc.
- Better telephone access - though I now mainly book online. Better choice of music in waiting room.
- Although I personally do not experience great problems in obtaining an appointment in a reasonable time, it does take more persistence than I can conveniently give necessitating visits to practice rather than being able to resolve things by phone.
- Telephone system always busy - extend hours.
- Improve waiting area as it looks very unclean.
- Getting more phone lines because the two numbers you have are very very busy.
- Better phone systems - phones constantly engaged when booking appointments. Surgery staff are always brilliant and very friendly.
- I am very satisfied with the treatment I have received every time I have had to visit the surgery.
- Find it very difficult to make an appointment by phone always a busy line.
- It could improve if there a machine here to get a drink of water while we wait.
- Annoying to visit practice for repeat prescription. Can't book nurse more than 4 weeks in advance. When can book most appointments taken. Ability to request repeat prescriptions online would help. Since one doctor retired, not given notification who my new doctor is?
- This is a well run practice and should be complimented on it's performance. This is a group practice and as such I have no problem in seeing any available doctor/nurse.
- More late night opening, always full. No good if you are working.

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

- Very good service. No complaints.
- The best. Thank you.
- I am very pleased and proud of this surgery. All staff are great as are nurses and doctors.
- Better speaking of English.
- No, doing the best they can, you can't expect any more.
- Everything is ok.
- Offer another doctor or nurse if they can help instead of waiting over an hour for appointments. This is not good enough and having to ring for 3 days to get an appointment unacceptable.
- My partner saw one doctor about 5 months ago with a mole that was growing into a red blister - he was told it was okay - he came again to see another doctor recently and was referred immediately - he has cancer that is quite advanced
- I want to give a comment about one doctor. They are very rude. They don't respect the patient that how to talk. They talk very rudely. I think that this doctor needs improvement.
- No. All good.
- Doctor could improve to listening and to take correct measures to investigate patients conditions.
- To have allocated patients so you do not have to see a different doctor each visit.
- Looking after their patients.
- I'm happy with the service provided by Little London Surgery and it's staff members.
- I don't think the doctors should log into personal internet sites. e.g. Hotmail, Facebook.
- Keeping up time with patients appointments.
- Not time meetings during patient appointment/opening hours.
- The best part is and only good part treatment from staff and doctors. That I have no complaints. Complaints about getting to them.
- Patient friendly, listen to patients concerns. Being child friendly. Some of the reception staff are rude.
- Completely satisfied.
- Smile more, appear sympathetic even if not.
- An excellent service.
- The doctors and nurses are brilliant and I am happy with them but it's just you have to wait a long time before you get appointments to see them.
- Too large population taken on at surgery at the detriment of quality of service. Surgery too overpopulated. Working people seem to have least priority.
- Everything is very good.
- It is very difficult to see a GP of your choice. More appointments should be available to see a GP of your choice, appointments should be available the next day at the latest for routines. It would also be good to be able to see your chosen GP on a emergency.
- Take time to ask the patient why they are here. Take time to address issues. The doctors just want to rush you out and make you feel stupid. One doctor is perfect.
- Commenting on one doctor in particular, they could be more considerate and understanding with elderly patients. I bring my mum in regularly as she is old and has a lot of health problems and I find one doctor very rude.

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

- More time in with doctor. 10 minutes sometimes not long enough.
- They know better than me.
- I have been a patient for over 10 years the service has always been consistently professional - helpful. Thank you very much.
- Get rid of one doctor and keep another.

Supporting documents

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 257

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	9	32	79	88	45	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(9 \times 0) + (32 \times 25) + (79 \times 50) + (88 \times 75) + (45 \times 100)}{(257 - 4)} = 15,850/253$$

Your mean percentage score for Q1 = 63%

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	63

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

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*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"/>	<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.

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



Certificate of Completion

This is to certify that

The Little London Surgery

Little London
Caldmore
Walsall
West Midlands
WS1 3EP

Practice List Size: 8895

Surveys Completed: 257

has completed the

Improving Practice Questionnaire

Completed on 19 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.