

**Private and Confidential**

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# Improving Practice Questionnaire Report

Rowe Avenue Surgery

January 2014



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07 January 2014

Dear Mrs Burgess

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Of a total of 128 patients who responded to this survey, 69 filled out a paper questionnaire and 59 completed a questionnaire online. 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).

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.


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=162883>

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 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	1	26	46	42	13	0
Q2 Telephone access	17	45	39	15	10	2
Q3 Appointment satisfaction	13	29	44	27	15	0
Q4 See practitioner within 48hrs	17	31	44	19	14	3
Q5 See practitioner of choice	43	34	26	13	6	6
Q6 Speak to practitioner on phone	10	25	45	24	18	6
Q7 Comfort of waiting room	3	12	55	41	13	4
Q8 Waiting time	15	36	44	23	8	2
Q9 Satisfaction with visit	1	9	38	44	34	2
Q10 Warmth of greeting	1	6	35	48	36	2
Q11 Ability to listen	0	8	34	42	41	3
Q12 Explanations	0	8	40	41	36	3
Q13 Reassurance	2	14	32	39	38	3
Q14 Confidence in ability	2	10	28	41	44	3
Q15 Express concerns/fears	0	16	31	41	37	3
Q16 Respect shown	0	7	28	42	47	4
Q17 Time for visit	0	17	35	30	42	4
Q18 Consideration	0	13	38	39	31	7
Q19 Concern for patient	1	11	33	43	33	7
Q20 Self care	0	9	41	33	35	10
Q21 Recommendation	3	6	31	40	36	12
Q22 Reception staff	4	18	38	41	23	4
Q23 Respect for privacy/confidentiality	4	16	38	39	27	4
Q24 Information of services	4	21	32	36	26	9
Q25 Complaints/compliments	6	23	38	32	18	11
Q26 Illness prevention	3	14	47	43	14	7
Q27 Reminder systems	7	27	37	27	20	10
Q28 Second opinion / comp medicine	6	23	34	22	13	30

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

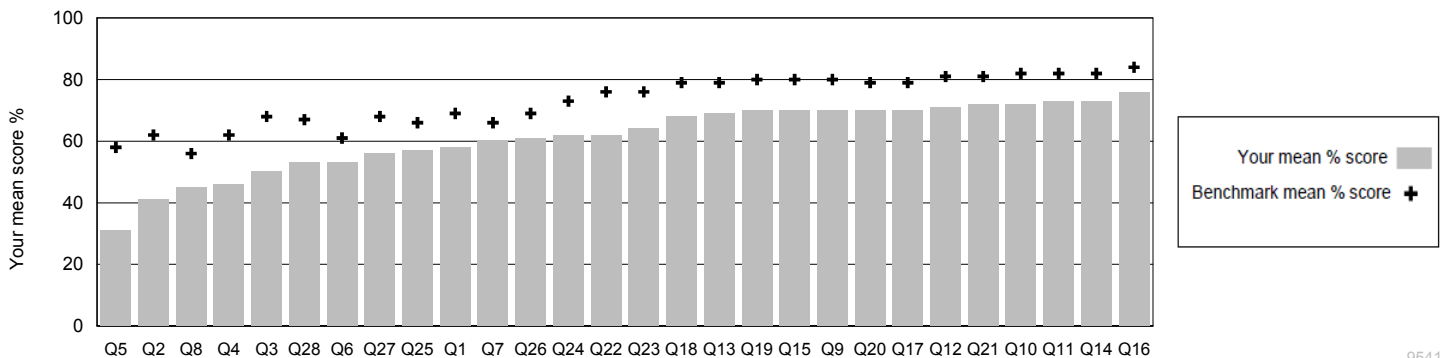
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	58	69	23	64	68	73	92
Q2 Telephone access	41	62	13	53	63	71	92
Q3 Appointment satisfaction	50	68	23	63	68	74	92
Q4 See practitioner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



9541

## Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (4001-6000 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	58	69	50	65	69	73	88
Q2 Telephone access	41	65	29	58	66	73	86
Q3 Appointment satisfaction	50	69	45	64	70	75	89
Q4 See practitioner within 48hrs	46	63	31	55	63	71	89
Q5 See practitioner of choice	31	59	32	51	60	66	87
Q6 Speak to practitioner on phone	53	61	35	55	61	68	86
Q7 Comfort of waiting room	60	66	42	60	66	72	86
Q8 Waiting time	45	55	26	49	56	61	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	70	80	59	76	81	85	93
Q10 Warmth of greeting	72	82	62	78	83	87	94
Q11 Ability to listen	73	82	61	78	83	87	94
Q12 Explanations	71	81	61	77	81	86	92
Q13 Reassurance	69	79	59	75	80	84	92
Q14 Confidence in ability	73	82	62	78	83	87	93
Q15 Express concerns/fears	70	80	59	76	81	85	92
Q16 Respect shown	76	84	64	80	85	88	94
Q17 Time for visit	70	79	56	75	80	84	91
Q18 Consideration	68	79	58	75	80	84	91
Q19 Concern for patient	70	79	57	75	80	84	91
Q20 Self care	70	78	58	74	79	84	90
Q21 Recommendation	72	81	59	77	82	86	92
<b>About the staff</b>							
Q22 Reception staff	62	77	58	73	78	81	91
Q23 Respect for privacy/confidentiality	64	76	58	73	77	80	91
Q24 Information of services	62	73	55	69	74	77	90
<b>Finally</b>							
Q25 Complaints/compliments	57	66	43	62	68	71	85
Q26 Illness prevention	61	69	47	65	70	73	87
Q27 Reminder systems	56	68	44	64	69	73	86
Q28 Second opinion / comp medicine	53	67	45	63	68	72	86
Overall score	62	73	53	70	74	78	88

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

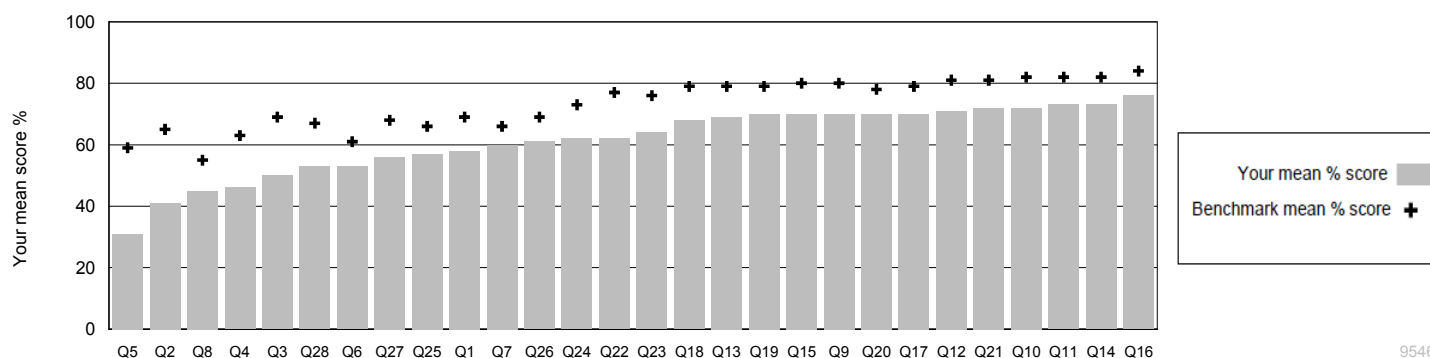
9546

\*Based on data from 184 practices carrying out 263 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 (4001-6000 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 (4001-6000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile
<b>Age</b>							
Under 25	3	-	-	-	-	-	-
25 - 59	44	59	73	52	68	74	87
60 +	77	62	75	51	72	76	89
Blank	4	-	-	-	-	-	-
<b>Gender</b>							
Female	74	61	73	53	70	74	89
Male	49	63	74	52	70	75	87
Blank	5	57	72	44	66	72	98
<b>Visit usual practitioner</b>							
Yes	46	68	75	57	72	76	90
No	67	58	70	48	65	70	88
Blank	15	57	72	48	67	72	93
<b>Years attending</b>							
< 5 years	22	61	73	52	68	73	94
5 - 10 years	63	57	72	52	68	74	87
> 10 years	38	70	74	53	71	75	91
Blank	5	56	71	43	66	71	92

\*Based on data from 184 practices carrying out 263 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.

## Your patient feedback

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

	Current scores	24/10/2008	28/09/2007	20/11/2006
Q1 Opening hours satisfaction	58	66	61	67
Q2 Telephone access	41	58	54	51
Q3 Appointment satisfaction	50	63	60	64
Q4 See practitioner within 48hrs	46	61	58	59
Q5 See practitioner of choice	31	44	42	52
Q6 Speak to practitioner on phone	53	64	61	61
Q7 Comfort of waiting room	60	72	70	70
Q8 Waiting time	45	49	45	43
Q9 Satisfaction with visit	70	77	77	81
Q10 Warmth of greeting	72	79	79	81
Q11 Ability to listen	73	79	81	81
Q12 Explanations	71	78	80	78
Q13 Reassurance	69	78	77	78
Q14 Confidence in ability	73	81	80	84
Q15 Express concerns/fears	70	77	78	79
Q16 Respect shown	76	82	82	84
Q17 Time for visit	70	69	71	72
Q18 Consideration	68	74	75	79
Q19 Concern for patient	70	73	76	80
Q20 Self care	70	--	--	--
Q21 Recommendation	72	78	78	82
Q22 Reception staff	62	75	73	77
Q23 Respect for privacy/confidentiality	64	75	71	74
Q24 Information of services	62	74	68	69
Q25 Complaints/compliments	57	67	61	64
Q26 Illness prevention	61	70	67	70
Q27 Reminder systems	56	65	64	61
Q28 Second opinion / comp medicine	53	66	63	62
Overall score	62	70	69	71

-- 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.

## 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?

- A provision for working people to be able to book an appointment a day in advance rather than have to take a day off to begin the phone gamble at 08:30. There are a large number of pensioners etc, that can attend surgery any time in the day yet everyone has to join the sand scramble for appointments leading to numerous attempts to get through to reception.
- If an appointment is booked for 8:30am patients should be allowed into the surgery in time for this appointment. Usually still waiting outside the surgery at this time waiting for the doors to be unlocked.
- I would like to be able to book appointments a couple of days in advance and not have to hold the phone for 15 minutes or to only be able to make a same day appointment.
- I would like to see my doctor not just anyone who is available. I have very little confidence in two of the doctors in the practice as they seem to dislike older people and brush them off with 'what can you expect, just wear and tear'. No constructive help and fobbed off with pain killers (which say on the packet for short term use only) to use long term.
- Better telephone assistance. To enable one to pre-book appointment for doctor of one's choice cannot get through 8:30am have to call into surgery oneself. Hand rails leading to doctor's or nurse's rooms for disabled or elderly.
- Check up when referring to hospital/x-ray or other professional as papers get lost in transit.
- Very good.
- It's as near perfection as human beings can get I am delighted.
- I answered this survey about one particular nurse that I see often but the answers may have been different for another one. My main doctor is very helpful.
- They should allow patients to book appointments in advance when necessary, not keep telling us to call again tomorrow, it is so frustrating.
- My only issue would be waiting times in surgery which is why I usually go for telephone consultations when there is no need for the doctor to examine me. The telephone consultation service works extremely well.
- I do not like having to phone on the day for an appointment. I would like to book ahead.
- It is very poor that you cannot see the GP you want - you sometimes have to see a different doctor once for the same problem - I think you should have your own doctor and always see that one.
- More disabled parking spaces.
- Better looking waiting room.
- Background, relaxing music, not pop, not loud. Light, not heavy music.
- Having a complicated medical condition I find it extremely difficult to see a doctor who does not know me. It is exceptionally tricky to get an appointment out of work hours and I do not feel that the practice make allowances given my health. I have phoned on several occasions for an emergency appointment but have been told that there are none available. Given my health I find this appalling, especially as symptoms can show half way during the day. I did have concerns that I was unable to see the doctor of my choice but after writing to the practice manager this has partially been sorted. I do however feel that a trigger should be put on file so should I call that staff are a little more understanding of my situation and don't treat me as a general patient phoning up with a cold. As stated previously, I have a complex medical condition but do not feel that as a practice this is recognised when it comes to making appointments.
- Sadly I had to make an official complaint recently and it was not dealt with very well which I found very upsetting, however I believe the practice manager that dealt with this may have now left. The staff are generally always courteous and helpful and I do not have any cause for complaint. I feel communications could be improved such as when the website and repeat prescription online service changed yet I was not aware of this or that I had to change login details etc.
- Out of hours service is poor.
- Longer opening hours.

## 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?

- Have a room for confidential patients to talk to receptionists if necessary. Have a clock on the wall. Have 2 receptionists on reception as people have to wait. Stop having music on, as when you are ill makes it worse.
- Waiting times could be improved. A coffee machine would be good. Make it clear what the waiting time is.
- More availability of non-urgent appointments.
- As someone who works office hours, the system for getting an appointment changes every time. Sometimes I phone only to be told I cannot make an appointment in advance, just turn up and wait and other times it's the reverse. This is very confusing.
- It would be great if the magazine selection was better, and also being able to see the GP of choice.
- More information when things change for example when ordering medication and I used to do it online was very easy and wasn't informed when the system changed and had to ring up for password which is now I find not as easy to access.
- Very dull depressing dirty waiting area. No papers/magazines to read. Dirty tired painted walls. No privacy when speaking to receptionist. Too far to walk to doctors rooms if you have walking difficulties. Screaming children around when you feel ill. Make a separate room for adults only.
- Would like to be told the name of the doctor I'm seeing on booking my appointment, offered a choice of doctor and told what days certain doctors work so I can see the ones that suit me best.
- Making appointments is virtually impossible for me. For example, I called to make an appointment and was told there were none, I would have to call in the morning which I explained was difficult taking my 3 small children to school, pushing a pushchair and navigating the roads whilst redialling or being on hold. So tried to make an appointment for another day, I was offered 9:05am (school drop off time) or 3pm (pick up time) these appointments were on different days. Finally I was found an appointment at 4.15pm two weeks from that day! It's good that I'm not ill that often. My husband has had the same problems trying to book an appointment. I'm certain we are not the only ones.
- Longer hours on Saturdays, for younger working people. More evening appointments. This would not involve more staff, just a willingness to work on a rota basis as other essential services do.
- Satisfied.
- I might write to say how difficult it is to get through when making an appointment when ringing first thing in the morning also when my husband had 'tummy flu' he had to walk to the surgery last year.
- Seeing different doctors is not always helpful but of course appreciate preferred doctor is very popular and therefore busy!
- I would like to see one doctor - one same doctor every time in continuum. For maximum success I feel this is extremely important for doctor/patient. Communication and understanding - and trust builds up - to the benefit of patient/doctor health.
- I appreciate that this practice is very busy, and, at present would appear to be going through many changes with new GPs. I have recently had to contact the surgery but have found it difficult to get an appointment. My concern is that when I ring to see a doctor, I am informed all appointments are booked (at 8:30).
- None, I am very happy with any visits I have had to this surgery.
- By letting you see the same doctor each time so as to build up a bond. Stop you repeating and explaining each detail to a different doctor.
- The help from reception staff varies and at times they do not give a 100% satisfaction. However with different shifts it is not always possible to know how long a particular receptionist has been working there.
- Have some attractive photos - not about health e.g. beautiful scenery, wild animals. Open the blinds more - it is sometimes gloomy in the waiting room. Have a coffee machine for patients waiting for 90 minutes.
- Reception is too open to be confidential. It is not usually possible to see the same doctor twice and appointments don't seem to be able to made a month in advance, which is strange if the doctor has requested this.
- By trying to fit you in when you are requiring a doctor, not 2 days later.

## 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?

- Some patients cannot always hear their name being called.
- Better appointments system. Phoning a nightmare.
- None, it's fine as it is, everyone is very helpful and capable.
- The reception gets very hot and stuffy at times - needs windows to be open.
- Would be helpful to be able to submit repeat prescriptions online while out of the country on holiday so that they are available upon return to the UK.
- Better answering system on the telephone. Why can't we see the doctor of our choice. If you have a long term illness it is much more satisfactory to see the same doctor.
- Availability to contact anyone at weekends.
- To open on Saturdays.
- None. No complaints whatsoever.
- As stated before, the waiting room needs sorting out very untidy and disorganised see letter sent in previously.
- I'm unsure if a compliment paid to a member of the admin staff regarding a promise kept, was received or noted somewhere.
- Booking system is incomprehensible. For example, my wife wanted an appointment with a specific doctor. She could not make an appointment at any time and was told her best option was to queue outside the next day at 8:30am.
- Sometimes the waiting time is a bit long but is a surgery and delays happen, emergencies cannot be avoided.
- I am unable to request repeat prescriptions online due to some of my items, e.g. Peptac Liquid not being prescribed. Therefore I have to visit the surgery to do a repeat prescription manually every time, (an online request would be easier), even if refused. As the reason on request would still need to be explained. Which is easier? An email when convenient, or an explanation queuing at the reception. This is a suggestion, not to be mistaken for criticism. It would just be easier online. Cheers.
- Some calls to surgery are too quiet and indistinct. Board showing doctor/nurse running late could be displayed (any possibility of this info being shown on the video screen?).
- There is a TV screen in waiting area it would be an idea to flash up the patient name and which room to go to as the voice speaker is never clear enough and a struggle for hard of hearing people.
- They are friendly and smiley.
- Getting an appointment quickly is more difficult now but suspect this is due to pressures on the NHS.
- Getting appointments for minor issues that do not warrant an on the day booking or emergency - very frustrating.
- Make getting an appointment a less stressful process, remembering that some people are self employed and time is precious. Also by not sending out surveys which include EVERY RECIPIENT in the header, meaning my email has been freely distributed.
- The online prescription has taken a while to set up and not very clear in how to go about doing it. Sharing of information could be better, given the technology today, more choice in how to be contacted may be helpful to the practice and patients.
- Not sure why asked to deal with questionnaire as was just reviewing prescription details online rather than actually booking an appointment. It can take ages to get through between 8:30 to 9:00am to ask for appointment. This is usually a time when you may be travelling to work. Phone appointments are ok for some but for others it's not very good if they work in an open office arrangement.
- Stay as you are, changing with the times is not always for the best.

## Your patient feedback

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

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

- I was waiting for a blood test several weeks ago and after over an hour waiting I went to the desk and was told no nurse was available and that I would have to book another appointment this cost me a morning's pay from work (wrong). Receptionists could be a little more understanding and listen to the patients concerning requests for a certain doctor. Doctors and nurses are very good.
- I usually call in to make my appointments as this is better than waiting on the phone. I can't see how to book an appointment on the website. My dentist sends me a reminder about appointments by SMS text message - is this something for you to consider.
- A better sound system, so you can hear your name being called out.
- Reminder system needs to come up to speed. It has deteriorated over the last two years. It has an air of being run down, and one doctor's letter informing patients they are leaving is still on the electronic notice board. What else is not up to date?
- Better appointments system.
- The answerphone system could do with a review.
- The practice actively discriminates against working people with their dysfunctional morning phone call system and no possibility of arranging an appointment for the following day. It seems as if they only care about manipulating their statistics.
- More surgery hours and weekends. It does look that the new online service will help with appointments instead of queuing on the phone for half an hour, although not everyone has a computer, especially the elderly.
- My only suggestion is that the practice could run a well man clinic as other practices do. I have suggested this before.
- It is a problem most times that one can get continuity your preferred doctor.
- I realise that this is a teaching practice, but I rarely see the same practitioner twice. I prefer some continuity of contact.

## 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 am extremely satisfied with everyone that I have seen at the practice.
- When given a course of treatment, follow up with GP is not always arranged.
- By receiving x-ray results electronically which would speed up the diagnosis.
- No! Very pleased!
- Would be nice to know how long one has to wait.
- Some of the nurses keep patients waiting a lot longer than the doctors do. One particular nurse kept me waiting an hour past my appointment time to have my blood pressure taken, then wondered why it was so high!
- Service is already extremely good.
- No complaints from me or my family.
- Doctor to consult registrar/consultant when they do not know what your diagnosis is, what further tests to do. This would help rather than wait for a long period until you are referred to them.
- Some of the doctors should listen to the patient and take note of what is said. The difficulty seems to be the high turnover of doctors. I have always been told by the specialist hospital I attend that I know myself better than anyone, but still I have been told that I don't know what I am talking about and what do the hospital know.
- I would recommend this practice.
- None that I can think of, all the doctors/nurses I have seen over the years have been kind caring and very professional.
- I have to be feeling very bad to make a doctor's appointment and sometimes you are made to feel that you are wasting the doctor's time by even being at the surgery. It takes a lot to make me call the surgery and I am definitely not a time waster, this is sometimes upsetting.
- Sometimes the waiting times are very long, so maybe try and get them down, but I am aware that each patient has different needs.
- More time with patients and for patient not to feel rushed.
- Be nearer to reception so it doesn't take 10 minutes to reach them. Make the loud speaker calling your name out clearer, perhaps a television screen with name on it instead, because if you have hearing problems you can easily miss your name called.
- I understand one doctor has now left, which is a good thing. All the other doctors I have seen over the years have been very nice, helpful and understanding.
- Satisfied.
- How do you get an appointment? So sorry, I am not trying to be negative, when I ring for an appointment it is because I feel something is wrong and I probably should have rang earlier but did not want to make a fuss (OMG I now sound like my mother) must tell my daughter.
- I've been very satisfied with the doctors/nurses I've seen as these days I seem to spend more time in your surgery.
- Unless it was for a real emergency I will only see a doctor I respect. There has been a change of doctors fairly recently and this is now not such a problem. However most people have a 'favourite' doctor and mine seems to be the busiest.
- Listen to the patient before making assumptions about what is wrong. We don't all conform to the text book model.
- Overall this is a very friendly competent surgery, especially now you have a very competent receptionist.
- Have no problems with any of the staff.
- None whatsoever, they are all first class.
- Great service by all.

## 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?

- Stop having a meeting first thing Monday mornings which always runs over into appointment times so you run late even before you start, example my last appt was for 9:10am got to see nurse 9.30, 20 min late at this early time is not on. This is not an isolated incident happens most Mondays . Also why are we losing doctors so quickly, there is only one longstanding GP left and replacements just don't seem to stay, is there an underlying problem here.
- Would it be possible to see the display screen when information regarding myself is being input?
- On a couple of occasions I found the doctor has not listened properly to what I said when being sent to the hospital and was obvious the letter given to the hospital did not reflect what I said, but at least I was referred further.
- They listen and happy I'm making progress.
- None really, I think they do a great job under very difficult circumstances.
- The doctor has moved on I believe as I have not seen him since. He suggested that a faith may help my condition. I was furious. If it ever happens again I will call the GMC as soon as I leave the room.
- Longer surgery hours and weekends would be good.
- I still get frustrated when TOLD OFF for not booking two appointments back to back when I want to ask a second question about a separate subject matter relating to health. Often it is a small item but none the less I always walk away with a flea in my ear. I think there needs to be a better way of handling multiple enquiries.
- N/A.
- Stay with the same doctors, because you have a kind of relationship between you both.
- The sound system for calling people in to see the doctor/nurse is sometimes rather quiet.
- I saw a doctor and although a thorough doctor they were running over 45 minutes late, on two other occasions I have seen them they also ran 15-20 minutes late, quite frustrating.
- Generally, I have been impressed by most of the doctors I have seen at the surgery over a very long period. The doctors can only improve their level of service when the patient can see them more regularly, which unfortunately is not the case. The recent changes in doctors has been a benefit to the practice, but having said that, no doctor in the past has let me down or caused me to consider complaint.
- I know of no such actions other than being available on weekends which is a national GP contract issue and not something in the hands of the practice.
- Walking into the waiting room, mumbling a patient's name and walking straight back to their room doesn't make for a great start to the consultation.
- It should be possible to see your doctor more often when making appointments.
- None, they and the other staff do an excellent job under difficult circumstances we are lucky to have our practice.
- Increase doctor staff level with experienced ones.
- No suggestions in this sphere.



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 = 128

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	26	46	42	13	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (26 \times 25) + (46 \times 50) + (42 \times 75) + (13 \times 100)}{(128 - 0)} = 7,400/128$$

Your mean percentage score for Q1 = 58%

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	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

**Rowe Avenue Surgery**

17 Rowe Avenue  
Peacehaven  
East Sussex  
BN10 7PE

**Practice List Size: 5700**

**Surveys Completed: 128**

has completed the

## Improving Practice Questionnaire

Completed on 07 January 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.