

Private and Confidential
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Improving Practice Questionnaire Report

Greyswood Practice

October 2012



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02 October 2012

Dear Mrs Atkins

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).

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=137167>

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

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	0	22	82	89	60	4
Q2 Telephone access	11	42	100	65	36	3
Q3 Appointment satisfaction	6	29	75	77	67	3
Q4 See practitioner within 48hrs	12	36	79	69	50	11
Q5 See practitioner of choice	14	48	80	55	39	21
Q6 Speak to practitioner on phone	12	20	97	50	35	43
Q7 Comfort of waiting room	2	23	87	94	44	7
Q8 Waiting time	17	69	73	58	37	3
Q9 Satisfaction with visit	2	4	34	80	133	4
Q10 Warmth of greeting	1	2	29	79	146	0
Q11 Ability to listen	1	3	26	71	154	2
Q12 Explanations	1	2	31	87	135	1
Q13 Reassurance	1	6	33	82	131	4
Q14 Confidence in ability	1	2	31	80	139	4
Q15 Express concerns/fears	0	8	30	89	128	2
Q16 Respect shown	1	2	26	70	156	2
Q17 Time for visit	1	8	40	84	119	5
Q18 Consideration	1	4	43	80	121	8
Q19 Concern for patient	0	4	39	82	126	6
Q20 Self care	1	5	45	79	114	13
Q21 Recommendation	1	5	34	73	135	9
Q22 Reception staff	3	21	62	94	68	9
Q23 Respect for privacy/confidentiality	2	20	63	90	70	12
Q24 Information of services	3	19	71	83	63	18
Q25 Complaints/compliments	5	19	78	79	33	43
Q26 Illness prevention	5	20	79	84	42	27
Q27 Reminder systems	6	27	67	86	36	35
Q28 Second opinion / comp medicine	5	21	65	58	40	68

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

Your patient feedback

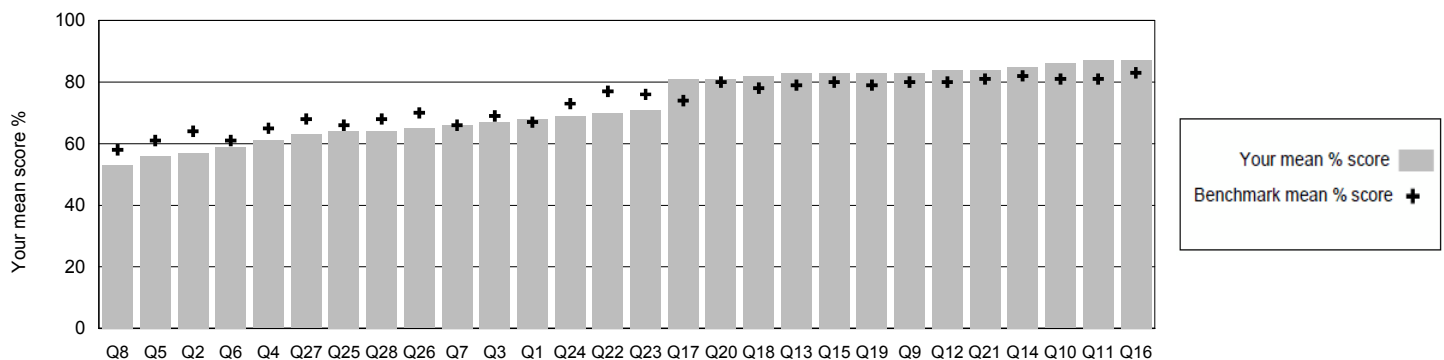
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	67	44	62	66	71	99
Q2 Telephone access	57	64	24	56	64	72	99
Q3 Appointment satisfaction	67	69	37	64	69	74	99
Q4 See practitioner within 48hrs	61	65	25	57	65	72	99
Q5 See practitioner of choice	56	61	24	53	60	69	99
Q6 Speak to practitioner on phone	59	61	31	54	61	67	99
Q7 Comfort of waiting room	66	66	31	61	66	72	100
Q8 Waiting time	53	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	83	80	49	76	80	84	99
Q10 Warmth of greeting	86	81	50	78	82	86	99
Q11 Ability to listen	87	81	50	78	82	86	100
Q12 Explanations	84	80	49	77	81	84	100
Q13 Reassurance	83	79	49	75	79	83	100
Q14 Confidence in ability	85	82	50	79	83	86	100
Q15 Express concerns/fears	83	80	50	76	80	84	100
Q16 Respect shown	87	83	50	80	84	88	100
Q17 Time for visit	81	74	46	70	74	79	100
Q18 Consideration	82	78	48	74	78	82	100
Q19 Concern for patient	83	79	48	75	79	83	100
Q20 Self care	81	80	51	78	81	85	99
Q21 Recommendation	84	81	46	77	81	85	100
About the staff							
Q22 Reception staff	70	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	71	76	45	72	76	80	100
Q24 Information of services	69	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	64	66	42	62	66	71	100
Q26 Illness prevention	65	70	46	66	69	73	100
Q27 Reminder systems	63	68	43	63	67	72	99
Q28 Second opinion / comp medicine	64	68	44	63	67	72	99
Overall score	73	70	46	66	69	73	100

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

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



Your patient feedback

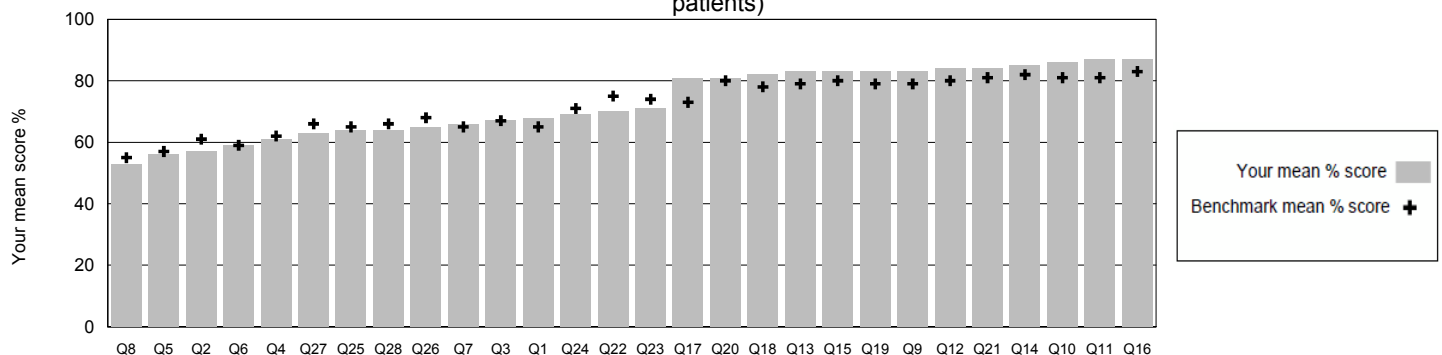
Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	65	46	62	66	69	84
Q2 Telephone access	57	61	25	54	62	68	85
Q3 Appointment satisfaction	67	67	41	63	68	72	87
Q4 See practitioner within 48hrs	61	62	33	56	63	69	90
Q5 See practitioner of choice	56	57	32	51	58	63	85
Q6 Speak to practitioner on phone	59	59	36	54	59	64	80
Q7 Comfort of waiting room	66	65	39	60	66	71	90
Q8 Waiting time	53	55	32	51	55	60	79
About the practitioner							
Q9 Satisfaction with visit	83	79	49	76	80	84	93
Q10 Warmth of greeting	86	81	54	78	81	85	94
Q11 Ability to listen	87	81	56	78	82	86	95
Q12 Explanations	84	80	55	77	81	84	94
Q13 Reassurance	83	79	51	76	79	83	92
Q14 Confidence in ability	85	82	55	79	82	86	95
Q15 Express concerns/fears	83	80	51	77	80	83	92
Q16 Respect shown	87	83	61	81	84	87	95
Q17 Time for visit	81	73	47	70	74	78	94
Q18 Consideration	82	78	49	74	78	82	91
Q19 Concern for patient	83	79	50	75	79	83	93
Q20 Self care	81	80	62	77	80	84	91
Q21 Recommendation	84	81	46	78	81	85	95
About the staff							
Q22 Reception staff	70	75	45	72	75	79	91
Q23 Respect for privacy/confidentiality	71	74	47	71	75	78	90
Q24 Information of services	69	71	44	68	72	75	88
Finally							
Q25 Complaints/compliments	64	65	43	62	65	68	83
Q26 Illness prevention	65	68	46	66	69	71	84
Q27 Reminder systems	63	66	46	63	67	70	84
Q28 Second opinion / comp medicine	64	66	48	63	67	70	85
Overall score	73	68	46	66	69	71	84

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

* Based on data from 517 practices surveyed between April 2008 and February 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (6001-8000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	32	75	69	45	65	69	74	87
25 - 59	147	74	71	48	67	71	75	86
60 +	60	70	75	46	71	75	78	93
Blank	18	71	70	39	65	70	76	95
Gender								
Female	166	72	71	45	68	72	75	87
Male	68	75	73	50	70	73	76	88
Blank	23	75	70	40	65	70	76	94
Visit usual practitioner								
Yes	107	76	74	49	71	74	77	88
No	106	70	68	46	64	68	72	83
Blank	44	73	70	45	66	70	75	93
Years attending								
< 5 years	64	77	72	48	68	72	76	90
5 - 10 years	60	71	71	52	67	72	76	87
> 10 years	112	72	72	50	69	73	76	88
Blank	21	74	70	42	65	71	75	91

* Based on data from 517 practices surveyed between April 2008 and February 2011 with 25 or more responses.

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

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

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

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	11/07/2012	28/04/2008	12/10/2007	16/10/2006
Q1 Opening hours satisfaction	68	58	53	55
Q2 Telephone access	57	47	38	35
Q3 Appointment satisfaction	67	57	53	50
Q4 See practitioner within 48hrs	61	55	52	50
Q5 See practitioner of choice	56	48	43	40
Q6 Speak to practitioner on phone	59	54	50	50
Q7 Comfort of waiting room	66	61	55	56
Q8 Waiting time	53	48	44	40
Q9 Satisfaction with visit	83	78	74	76
Q10 Warmth of greeting	86	81	77	80
Q11 Ability to listen	87	82	78	80
Q12 Explanations	84	80	76	77
Q13 Reassurance	83	79	73	76
Q14 Confidence in ability	85	81	76	80
Q15 Express concerns/fears	83	79	75	78
Q16 Respect shown	87	83	80	82
Q17 Time for visit	81	67	66	66
Q18 Consideration	82	75	73	74
Q19 Concern for patient	83	76	75	76
Q20 Self care	81	--	--	--
Q21 Recommendation	84	80	76	77
Q22 Reception staff	70	69	64	61
Q23 Respect for privacy/confidentiality	71	69	65	66
Q24 Information of services	69	66	62	59
Q25 Complaints/compliments	64	58	54	52
Q26 Illness prevention	65	62	58	59
Q27 Reminder systems	63	58	57	52
Q28 Second opinion / comp medicine	64	62	56	56
Overall score	73	67	63	63

-- 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

- Always excellent support!
- Everything is good to my knowledge.
- Making appointments more available for people working full time - I don't understand the 6 week ahead appointment service, as I work and had to wait for ages for an appointment or take time off work in the morning.
- A better appointment system.
- None whatsoever - they are all excellent.
- There should be the option to run more thorough tests in this doctors rather than guessing possible cures or reverting to other clinics.
- Improve the speed of answering the phone - it is difficult to call at 8:30 to get an appointment.
- Chairs with arms and padding or cushions for people with back problems and other disabilities.
- Fantastic practice! Keep up the good work!
- Not to treat all the ethnic patients as ill informed and illiterate.
- Ability to arrange appointment would be much better than the current system when every patient attempts to phone in at 8:30am which loads busy phone lines and inability to make appointments.
- They are all good and I hope they keep up the good work.
- Give an approximation of waiting time on the arrival system, e.g. 'Dr... is running 30 minutes late'.
- This practice is all in all top class in my opinion, maybe a bigger TV wouldn't go amiss and some male friendly magazines. Little points I know, but you did ask!
- Keep its excellent services and listen to more patients' opinions.
- Keep up the good work.
- See people at their appointment time, since I've joined never been seen on time.
- I am happy with service I get.
- Could repeat prescriptions be issued for five months instead of two. Thanks. Over 60s for once year full check up.
- At all times I have been impressed with this practice and the excellent way people are dealt with at the desk. Very helpful.
- Feedback given about the practice is mainly related to peak times, of course runs smoothly when there are fewer illnesses and fewer people around. During winter time the surgery could do with cutting down waiting time in the surgery having better ventilation and cleaner toys and equipment to prevent spreading diseases and of course take on more staff! One staff member could be nicer and not so patronising on the phone! Just heard them again talking down to someone!
- I think to get appointment with a particular doctor takes very long sometimes. The daily practice of phoning in for appointment - one day before at 8:30am is very upsetting because you have to wait a long time before you get through and as a result you loose that appointment.
- If GPs are running late, reception could announce and apologise.
- Having sometimes to phone for an appointment at 8:30am is very unsatisfactory.
- I have no comments to make, I have always been more than satisfied with my treatment and advice.
- It is really very good/excellent - have found all the doctors and staff helpful on every visit.
- It's a good practice and usually I get the appointment when I need it.

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

- Mornings are very difficult to get through on the phone.
- Having longer to call for appointments and more options/openings for late night appointments.
- Waiting time can be very long and it would very considerate if patients could be informed verbally or improve the waiting room by fitting an electronic notice board, showing who is running late. One member of staff was very understanding.
- It is difficult to contact the practice outside of Monday-Friday working hours, for example I had difficulty getting advice about a reaction to medication at the end of the week and was unsure about continuing to take it over the weekend.
- The doctor is a lovely warm caring doctor and an asset to the practice.
- Change the appointment system! We really struggle with how the appointments operate for morning slots. We have tried for 3 weeks to get my daughter seen.
- Water facilities.
- I honestly cannot find fault with the surgery. Every staff from the lovely receptionist, nurse and the GP has been really wonderful. I have no complaint.
- We want to see only one doctor but every time we book an appointment the different doctor sees us. Also on the phone booking an appointment they tell us the doctor name but day of appointment some other doctor sees us.
- Thank you for the magazines (good choice!).
- Some of the reception staff are not very nice, they do not treat everyone the same.
- The waiting time on the telephone in the morning for obtaining an appointment is too long. It needs a large number of attempts to get through. It would be good if something can be done about it, otherwise things are quite good.
- To install a screen showing when a patient is called to which room.
- When confirming an appointment make sure the patient is advised that the appointment is with a doctor not with the nurse, unless nurse requested, assume the patient wants to see a doctor. Not all doctors wish to discuss more than one problem per visit.
- Continue to provide more of the new services that the surgery has been providing over the past couple of years.
- Good.
- More on the day appointments to be made available.
- Recorded telephone message about opening hours etc, and how to book an appointment is confusing.
- Doctor consistency - too many doctors working part-time could be a problem if I want to see the same doctor each time. I cannot remember, though, ever feeling that any of the medical staff here lacked skill or professionalism.
- Could open earlier.
- Reception staff on phone are normally quite abrupt and rude. Find them sometimes quite unhelpful and unfriendly. Don't really give much attention to evening patients.
- I am new to this practice and find it very comfortable and extremely better than my old one.
- Admin staff friendly but too busy.

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

- She is excellent and wonderful person!
- She is very professional.
- She is very good, I think she has a great approach and understanding and patience, on the whole excellent doctor.
- I got a good service.
- She is very good, I think she has a great approach and understanding and patience on the whole excellent doctor.
- It would always be nice to have more time. 10 minute appointments are difficult for both doctors and patients.
- Replicate herself so we have more of her.
- My doctor is great.
- I thought the doctor was wonderful!
- Doctor was very lovely - fantastic.
- In past I have experienced with some doctors don't want to take my complaints seriously and they only treated the complaint when it became very serious, due to that I suffered a lot in the past few years. I would like a doctor to listen to the patients with more patience and do be heedful to them.
- Very good!
- All the doctors that I see they are all very nice.
- She's excellent.
- To be patient, listen to patient as per their health problems. Some could be slower than others when explaining their problems.
- Doctor keep up the excellent service you've given.
- I am 100% satisfied with the service I have received.
- She is very supportive and understanding of my situation and fine over medical matters.
- To give fair amount of time to listen to the patient. I do understand they are pushed for time still!
- This doctor is very good. She listens to my concerns and advises me what to do. I am happy with her.
- This doctor is very good but some others are not quite as good and make you feel stupid.
- There is always space for improvement, although on this visit all was very well.
- Work Sundays?
- Appreciate that each doctor deals with patients differently but sometimes the level of diagnosis/prescription differs dramatically.
- This doctor and another have been exceptional. Quite happy to see them whenever. They listened and reassure you, giving you confidence back. Very grateful, thank you all.
- This doctor was fantastic - many thanks indeed - very clear, positive and efficient.
- Really happy, one of the nicest GPs I have seen. All the GPs here are lovely and very friendly.
- The doctor I saw today was very helpful and considerate. No complaints.
- This was my first visit to the practice and I felt the doctor I saw was very thorough and listened well.
- It is very difficult to improve on excellence. This does not solely refer to the doctor I seen this morning but to all of the regular members of the Greyswood team.

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

- I tend not to come frequently so I sometimes need to discuss more than one issue. It would be good to flag this up in advance, i.e. book a double appointment instead of worrying about my time being up.
- None, very simple visit so difficult to make accurate judgement.
- Not happy. I try to avoid this practice as much as possible, would only visit if not otherwise possible to avoid. Doctors more concerned about rules than helping patients.

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	0	22	82	89	60	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (22 \times 25) + (82 \times 50) + (89 \times 75) + (60 \times 100)}{(257 - 4)} = 17,325/253$$

Your mean percentage score for Q1 = 68%

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 (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	68	44	62	66	71	99

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided. The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

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

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

About the practice

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

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

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

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"/>

**SAMPLE ONLY
PLEASE DO NOT COPY**

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

Greyswood Practice

66 Eastwood Street
London
SW16 6PX

Practice List Size: 7923

Surveys Completed: 257

has completed the

Improving Practice Questionnaire

Completed on 02 October 2012



Michael Greco
Director



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