

Private and Confidential

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Improving Practice Questionnaire Report

Northgate Practice

January 2014



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06 January 2014

Dear Mr Glover

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=164752>

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

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the IPQ

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

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

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

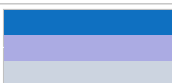
Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	0	12	60	88	37	3
Q2 Telephone access	2	13	66	71	47	1
Q3 Appointment satisfaction	4	14	52	78	49	3
Q4 See practitioner within 48hrs	4	25	63	61	41	6
Q5 See practitioner of choice	17	50	57	46	24	6
Q6 Speak to practitioner on phone	3	43	47	43	23	41
Q7 Comfort of waiting room	0	8	60	87	41	4
Q8 Waiting time	2	36	72	60	22	8
Q9 Satisfaction with visit	0	5	35	68	91	1
Q10 Warmth of greeting	0	4	36	65	95	0
Q11 Ability to listen	0	2	35	60	97	6
Q12 Explanations	0	5	35	66	90	4
Q13 Reassurance	1	3	40	71	83	2
Q14 Confidence in ability	0	2	36	64	97	1
Q15 Express concerns/fears	0	2	39	63	93	3
Q16 Respect shown	0	0	33	61	103	3
Q17 Time for visit	0	5	42	65	86	2
Q18 Consideration	0	6	38	64	79	13
Q19 Concern for patient	0	4	38	62	82	14
Q20 Self care	0	5	47	55	74	19
Q21 Recommendation	0	3	37	54	92	14
Q22 Reception staff	4	8	43	61	76	8
Q23 Respect for privacy/confidentiality	1	9	57	62	59	12
Q24 Information of services	4	13	63	53	50	17
Q25 Complaints/compliments	4	13	56	46	30	51
Q26 Illness prevention	0	7	68	57	39	29
Q27 Reminder systems	1	19	51	58	43	28
Q28 Second opinion / comp medicine	3	10	47	38	37	65

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	69		69	23	64	68	73	92
Q2 Telephone access	69		62	13	53	63	71	92
Q3 Appointment satisfaction	70		68	23	63	68	74	92
Q4 See practitioner within 48hrs	64		62	18	54	62	70	96
Q5 See practitioner of choice	51		58	22	48	57	65	95
Q6 Speak to practitioner on phone	56		61	25	54	61	67	92
Q7 Comfort of waiting room	71		66	27	60	66	71	90
Q8 Waiting time	58		56	25	50	56	62	90
About the practitioner								
Q9 Satisfaction with visit	81		80	41	76	81	85	97
Q10 Warmth of greeting	81		82	45	78	82	86	96
Q11 Ability to listen	82		82	46	78	83	87	97
Q12 Explanations	81		81	42	77	81	85	97
Q13 Reassurance	79		79	41	75	80	84	98
Q14 Confidence in ability	82		82	43	79	83	87	99
Q15 Express concerns/fears	81		80	45	76	81	85	96
Q16 Respect shown	84		84	49	80	85	88	98
Q17 Time for visit	79		79	38	75	80	84	96
Q18 Consideration	79		79	41	75	79	83	98
Q19 Concern for patient	80		80	43	76	80	84	97
Q20 Self care	77		79	38	75	79	83	97
Q21 Recommendation	82		81	41	78	82	86	99
About the staff								
Q22 Reception staff	76		76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	72		76	43	72	76	80	96
Q24 Information of services	68		73	29	68	73	77	96
Finally								
Q25 Complaints/compliments	64		66	31	62	66	70	96
Q26 Illness prevention	69		69	34	64	68	72	96
Q27 Reminder systems	68		68	27	63	68	72	96
Q28 Second opinion / comp medicine	68		67	30	62	67	71	96
Overall score	73		73	35	69	73	77	95



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

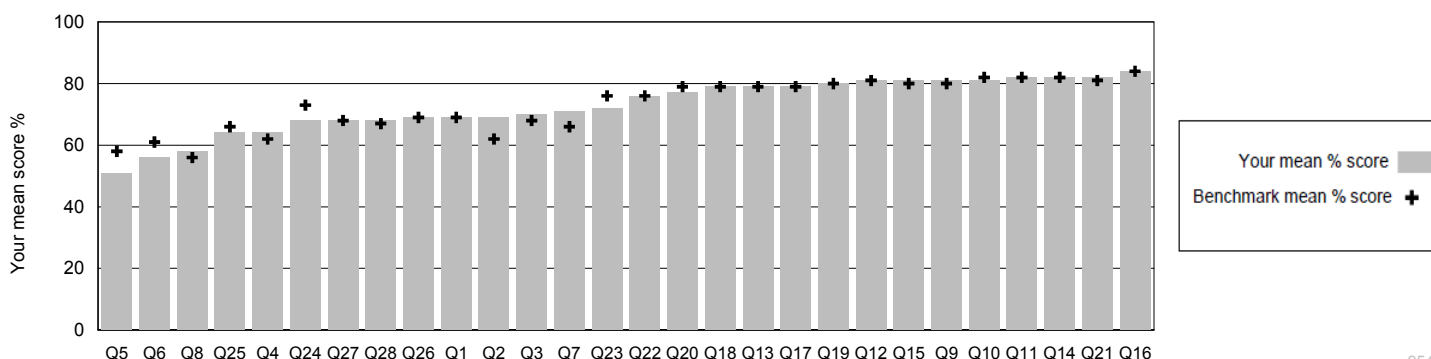
9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

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

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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	69	67	49	64	68	71	76
Q2 Telephone access	69	57	22	51	59	64	78
Q3 Appointment satisfaction	70	66	39	62	67	71	79
Q4 See practitioner within 48hrs	64	59	29	53	59	67	80
Q5 See practitioner of choice	51	53	26	47	54	59	78
Q6 Speak to practitioner on phone	56	59	36	54	60	65	78
Q7 Comfort of waiting room	71	64	42	59	64	68	82
Q8 Waiting time	58	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	81	80	51	76	81	84	92
Q10 Warmth of greeting	81	81	52	78	82	86	95
Q11 Ability to listen	82	82	52	79	83	87	95
Q12 Explanations	81	81	52	77	81	85	94
Q13 Reassurance	79	79	52	76	80	84	94
Q14 Confidence in ability	82	82	53	79	83	86	95
Q15 Express concerns/fears	81	80	52	76	81	85	95
Q16 Respect shown	84	84	53	80	85	88	95
Q17 Time for visit	79	79	48	75	80	83	91
Q18 Consideration	79	78	51	75	79	83	96
Q19 Concern for patient	80	79	51	76	80	84	95
Q20 Self care	77	78	52	75	79	83	94
Q21 Recommendation	82	81	51	78	82	86	95
About the staff							
Q22 Reception staff	76	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	72	74	50	71	74	77	85
Q24 Information of services	68	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	64	64	43	61	64	68	75
Q26 Illness prevention	69	67	47	65	67	71	79
Q27 Reminder systems	68	66	47	63	66	70	77
Q28 Second opinion / comp medicine	68	65	44	63	65	68	81
Overall score	73	72	49	69	73	76	83

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

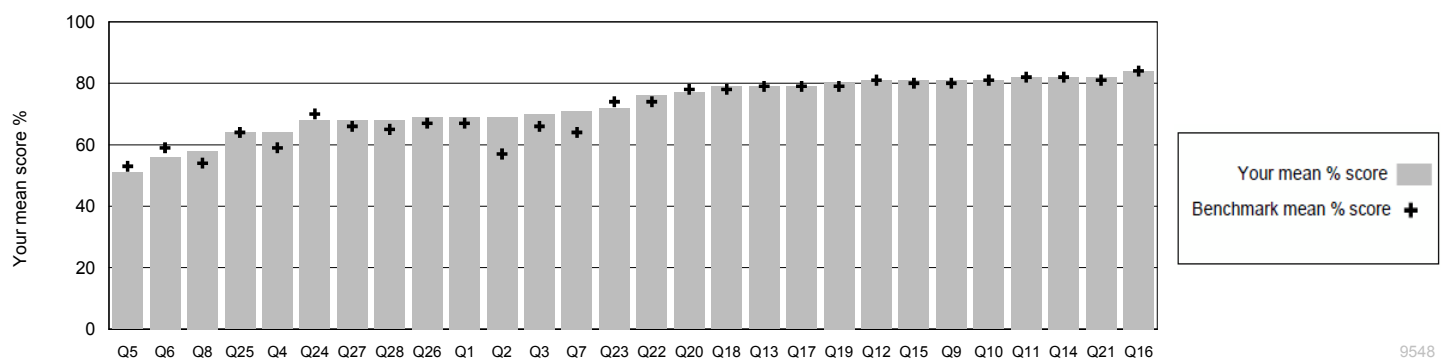
9548

*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this report 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	9	67	70	41	66	71	75	90
25 - 59	70	70	71	50	68	72	75	81
60 +	110	76	73	49	70	74	77	88
Blank	11	71	70	48	66	71	75	92
Gender								
Female	111	72	71	49	68	72	75	83
Male	76	75	73	48	70	74	76	83
Blank	13	76	70	50	65	71	75	92
Visit usual practitioner								
Yes	104	76	74	51	71	75	77	85
No	62	69	69	43	65	69	73	80
Blank	34	73	71	49	67	71	75	86
Years attending								
< 5 years	16	69	72	45	68	73	76	82
5 - 10 years	19	69	71	48	67	71	75	83
> 10 years	148	74	72	51	69	73	76	85
Blank	17	78	70	51	65	71	74	89

*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

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

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Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	31/01/2013
Q1 Opening hours satisfaction	69	73
Q2 Telephone access	69	73
Q3 Appointment satisfaction	70	73
Q4 See practitioner within 48hrs	64	63
Q5 See practitioner of choice	51	58
Q6 Speak to practitioner on phone	56	59
Q7 Comfort of waiting room	71	72
Q8 Waiting time	58	60
Q9 Satisfaction with visit	81	86
Q10 Warmth of greeting	81	86
Q11 Ability to listen	82	88
Q12 Explanations	81	85
Q13 Reassurance	79	84
Q14 Confidence in ability	82	88
Q15 Express concerns/fears	81	86
Q16 Respect shown	84	89
Q17 Time for visit	79	85
Q18 Consideration	79	84
Q19 Concern for patient	80	84
Q20 Self care	77	83
Q21 Recommendation	82	86
Q22 Reception staff	76	80
Q23 Respect for privacy/confidentiality	72	78
Q24 Information of services	68	76
Q25 Complaints/compliments	64	69
Q26 Illness prevention	69	73
Q27 Reminder systems	68	73
Q28 Second opinion / comp medicine	68	72
Overall score	73	78

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?

- Water machine in waiting area.
- Brilliant member of staff who is wonderful, always has been.
- Some vehicles travelling too fast on entering and exiting the practice car park.
- Internet appointment system (for repeats) and appointments not always available.
- Excellent.
- It would be helpful if on asking for an appointment one's age could be taken into consideration. Neither early morning or late afternoon ones are really appropriate for elderly people. Middle of the day appointments are ideal if possible.
- I am generally very satisfied with its service.
- Another late night for those who work.
- 3 weeks ago I needed someone on reception to listen to me. They didn't because they got the wrong need. Then I felt as though I to be stranger with her. Hearing is about listening.
- Repair TV health channel. Identify which doctors have clinical specialties. Involve receptionists and staff in premises improvements, possibly with more staff meetings to gain ideas etc.
- It would be helpful if there was more privacy when speaking to reception staff.
- Go back to doing ear syringing as elderly patients couldn't get to the walk in centre.
- Could be more welcoming. The 'queuing' message is an example of this i.e. negatively coming across. Similar tone when ringing for an appointment which is why I do that online - a fantastic facility. When called by the practice, feel the number should not be 'withheld'. We, like many people, often ignore these as usually nuisance calls.
- No problems. Would prefer if could still phone for repeat prescriptions.
- At this moment in time I am very satisfied of all services.
- More events like the nutrition ones particularly for older people on helping them where to go or ask about questions they may wish to ask but don't have time in their appointment i.e. dementia, bereavement how to use the computer for making appointments. More information on website.
- Make it easier to see the doctor of your choice. Waiting times to see certain doctors can be too long. I had to wait nearly an hour to be seen.
- More appointments/times.
- Can't improve on excellence.
- Noticed a new square glass panel in the waiting room area, don't really see the point of it being there only than for decoration and privacy for the patients attending Northgate doctors.
- It is very difficult to get an appointment for the day of ringing without being very forceful. For someone like me who only comes when they really need to this is difficult.
- Offer hot drinks facility/machine. Mineral water machine.
- I had once asked for a joint appointment for me and my baby, at the time this was not allowed even though in my appointment I had to bring my son to accompany me and then come the next day for an appointment for him.
- Water station. Doctors available at weekends.
- Really dissatisfied with the new prescription system. So difficult, makes life a nightmare - especially for children - makes life easier for staff a nightmare.
- Reception staff could be far better at dealing with the public on the phone! Would be better if patients could see their own doctor more frequently rather than explaining situation to various other doctors. Doctors calling patients back could be better (not leaving till end of the day).

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?

- Good service, friendly and considerate staff.
- Removing the facility to order repeat prescriptions over the telephone is inconvenient when you work full time. It is not always possible to get here before it closes.
- Improve opening hours. Repeat prescription telephone line. Blood test taken day requested by doctor or before seeing doctor if it is a way to monitor condition. See doctor after tests to discuss.
- Waiting times should improve, especially for working people who have to rush off to work. Early and late times should be reserved for working people only.
- No problems at all.
- Some of the reception staff are very helpful, kind and show empathy. However certain reception staff behave as though we are all time wasters and to get past them can be very difficult. One of them is well known as a problem in local community and if we wait until they are at reception you can get a very different level of help.
- There is a TV in the waiting area, would be good to use it for medical/or service videos as it's in the waiting room that prompts you about health issues.
- Good.
- Reception staff need some customer service training, as I have found some to be very rude on the phone.
- Privacy wall? Screen? How can staff view patients i.e. having a fit, generally unwell/symptoms of cardiac arrest.
- Making sure reception staff do not offer early morning appointments to retired patients - leave them for workers.
- Any attention I have required at this practice has always been very good.
- I am quite happy with the way this practice is run.
- I would like the practice manager to adopt a more visible presence. The office door to be less anonymous i.e. who is this person, and their title. Window blinds open.
- No, I am very satisfied with all aspects.
- Road system.
- Q18 - very good with respect to the allergy in question but no consideration of implication on other family members. Q25 - I am not sure how to complain. Q27 - I am not aware of any reminder systems. My wife needs regular asthma check ups but nobody reminds her.
- None, the practice is run very well.
- Would it be an intrusion to check your own results online (with a password that is) i.e. when the next review is due, etc (blood test results).
- I feel the practice has a good/excellent service. There is a mixed reaction by the reception staff, not always welcoming. Too much written information to digest fully. Get the TV working.
- The practice is very good.
- I do not recall, is/are there hand gel containers by entrance doors and corridors? How about DVD in waiting area, explaining about hygiene and the need to clean hands frequently.
- I have no complaints of any sort. On visits have always been treated with excellent courtesy and respect.
- Don't think the privacy wall works. I could hear what was going on. Would be better with booth up reception desk.
- Is there an out of hours service? If so, what?
- Full evening and weekend cover.
- This is a good practice.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Wasn't aware about opportunity for making compliments/complaints.
- I came for a blood test - absolutely superb!
- Saturday opening would be most helpful.
- By improving its practice for repeat prescriptions when required, especially in requiring elderly, sick people to come out in person in bad weather rather, than accept a simple request over the phone from someone who doesn't have a computer. Always happy with one doctor.
- More flexible appointments.
- Receptionists now far more friendly. Used to be not very nice. A senior member of staff can be very curt! I rang a couple of years ago and they were quite abrupt over the phone. Almost rude!
- Perhaps more information on electronic information board about alcohol, flu jabs etc.
- Be nicer on the phone. Working people can't always fit in to any times. Sometime don't even feel comfortable calling!
- By going back to repeat prescriptions over the telephone.
- Service great.
- Safer access with cars suggest one way system would improve access. Computer for booking appointments poor.
- None - first class in every way. It is excellent - without their attention I would no longer be here!

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?

- All excellent.
- Brilliant.
- Doctor was great.
- Have always received good care and attention for many years attending the practice. Consider everyone as friends.
- Excellent.
- No problems.
- This nurse has always given me complete satisfaction.
- Doctors I choose to see are great. I think that prior to patient entering the surgery, all doctors should quickly check patient's history on screen. I have been asked 'what can I do for you?' when my visit is a follow up recommended by that particular doctor. It is not encouraging to have to fill in the details yourself when a condition is ongoing.
- No - excellent manner.
- Identify clinical specialties/interests.
- I always wait to see a particular doctor whose service to me I cannot fault.
- By fixing the TV in waiting room and putting on screen their profiles etc. Also upcoming events i.e. flu clinics, events they wish to attend i.e. similar to nutrition and DNAs which is quite a talking point at the moment due to winter coming up and people needing more appointments. I have been coming to the surgery for many years, never had a complaint. Best staff and doctors.
- One nurse could be more friendly and approachable. Doctors could take illness such as RLS more seriously.
- This doctor is the most compassionate and caring doctor. They take time to listen and they genuinely cares. They are an asset to the practice.
- The doctors are generally very good although my personal experiences with the nurses have been less so. They seem to be very disorganised and twice I have had to make additional appointments as equipment has not been prepared.
- My doctor has always advised and prescribed medicine to me by diagnosing of symptoms very well; but also listening to me and how I feel. He is a highly respected GP in my opinion.
- I would prefer to see the same doctor when visiting so they aware of personal circumstances and a bit more familiar with history rather than keep repeating.
- Recent experience, was seen by a junior doctor who never sent off water sample; it took over a week to be diagnosed, was in a lot of pain due to this. I think they should have someone with them - otherwise lovely doctor.
- No, they are very good. The senior doctors are excellent.
- Speak so people understand.
- No improvement needed, all the excellent markings refer to my visit with my doctor.
- No problems at all.
- Have no problems with them, always find them helpful and approachable.
- Always received a good service. Little room for improvement.
- Generally my experience is that the medical practitioners are a bit rushed and more time is spent typing up notes than listening to the patient. More questions about general health should be asked, especially if patients hasn't had an appointment for a while!
- No comments to make an improvement as the nurses all beyond criticism and I have had excellent attention from them always.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- The doctor was excellent, thank you.
- You cannot improve on superb.
- Excellent.
- No, they are all brilliant, especially one doctor and the practice nurses.
- None, everyone is very good.
- I have no adverse comments on this. Our own doctor is excellent and listens to what we have to say.
- GP always friendly and informative. Nurses sometimes patronising.
- Doctor is excellent and others very helpful.
- None - most excellent.
- None needed.

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 = 200

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	12	60	88	37	3

Value assigned to each rating	0	25	50	75	100	n/a
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$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (12 \times 25) + (60 \times 50) + (88 \times 75) + (37 \times 100)}{(200 - 3)} = 13,600/197$$

Your mean percentage score for Q1 = 69%

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	69	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.

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

Northgate Practice

Anchor Meadow Health Centre
Westfield Drive
Aldridge
Walsall
West Midlands
WS9 8AJ

Practice List Size: 9700

Surveys Completed: 200

has completed the

Improving Practice Questionnaire

Completed on 06 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.