

**Private and Confidential**

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Swindon  
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# Improving Practice Questionnaire Report

New Court Surgery

March 2015



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07 April 2015

Dear Mrs Hiles

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.

A guidance template for discussion of these local survey findings and an action plan have also 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=183521>

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

CFEP UK Reports Team

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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' to help you reflect on the survey results.

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	5	20	68	81	45	4
Q2 Telephone access	7	29	70	72	44	1
Q3 Appointment satisfaction	7	35	56	70	48	7
Q4 See practitioner within 48hrs	50	47	41	43	34	8
Q5 See practitioner of choice	41	67	55	25	20	15
Q6 Speak to practitioner on phone	3	28	64	63	54	11
Q7 Comfort of waiting room	1	24	98	66	29	5
Q8 Waiting time	11	49	76	44	19	24
Q9 Satisfaction with visit	1	9	41	83	84	5
Q10 Warmth of greeting	0	6	39	76	97	5
Q11 Ability to listen	1	8	37	70	99	8
Q12 Explanations	0	9	36	79	87	12
Q13 Reassurance	2	9	43	73	88	8
Q14 Confidence in ability	1	4	39	71	98	10
Q15 Express concerns/fears	2	8	39	65	95	14
Q16 Respect shown	1	5	31	74	104	8
Q17 Time for visit	2	12	37	78	83	11
Q18 Consideration	2	12	34	77	80	18
Q19 Concern for patient	2	6	48	65	89	13
Q20 Self care	2	6	43	72	78	22
Q21 Recommendation	2	8	39	66	92	16
Q22 Reception staff	0	4	51	79	84	5
Q23 Respect for privacy/confidentiality	0	9	49	81	75	9
Q24 Information of services	2	11	62	73	55	20
Q25 Complaints/compliments	1	18	63	63	31	47
Q26 Illness prevention	4	13	70	74	35	27
Q27 Reminder systems	11	20	67	61	35	29
Q28 Second opinion / comp medicine	2	17	62	44	33	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

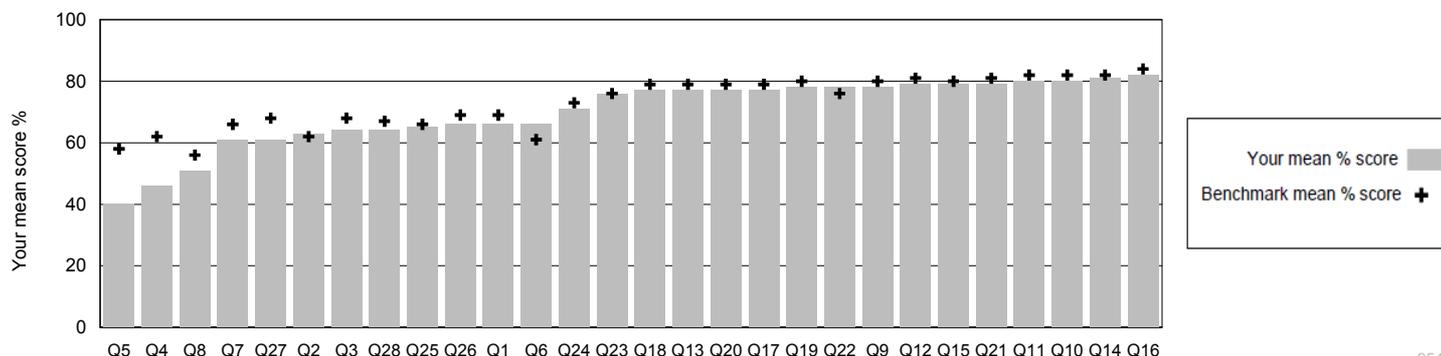
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	66	69	23	64	68	73	92
Q2 Telephone access	63	62	13	53	63	71	92
Q3 Appointment satisfaction	64	68	23	63	68	74	92
Q4 See practitioner within 48hrs	46	62	18	54	62	70	96
Q5 See practitioner of choice	40	58	22	48	57	65	95
Q6 Speak to practitioner on phone	66	61	25	54	61	67	92
Q7 Comfort of waiting room	61	66	27	60	66	71	90
Q8 Waiting time	51	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	78	80	41	76	81	85	97
Q10 Warmth of greeting	80	82	45	78	82	86	96
Q11 Ability to listen	80	82	46	78	83	87	97
Q12 Explanations	79	81	42	77	81	85	97
Q13 Reassurance	77	79	41	75	80	84	98
Q14 Confidence in ability	81	82	43	79	83	87	99
Q15 Express concerns/fears	79	80	45	76	81	85	96
Q16 Respect shown	82	84	49	80	85	88	98
Q17 Time for visit	77	79	38	75	80	84	96
Q18 Consideration	77	79	41	75	79	83	98
Q19 Concern for patient	78	80	43	76	80	84	97
Q20 Self care	77	79	38	75	79	83	97
Q21 Recommendation	79	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	78	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	76	76	43	72	76	80	96
Q24 Information of services	71	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	65	66	31	62	66	70	96
Q26 Illness prevention	66	69	34	64	68	72	96
Q27 Reminder systems	61	68	27	63	68	72	96
Q28 Second opinion / comp medicine	64	67	30	62	67	71	96
Overall score	70	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

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\*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
<b>About the practice</b>							
Q1 Opening hours satisfaction	66	67	49	64	68	71	76
Q2 Telephone access	63	57	22	51	59	64	78
Q3 Appointment satisfaction	64	66	39	62	67	71	79
Q4 See practitioner within 48hrs	46	59	29	53	59	67	80
Q5 See practitioner of choice	40	53	26	47	54	59	78
Q6 Speak to practitioner on phone	66	59	36	54	60	65	78
Q7 Comfort of waiting room	61	64	42	59	64	68	82
Q8 Waiting time	51	54	30	49	55	59	72
<b>About the practitioner</b>							
Q9 Satisfaction with visit	78	80	51	76	81	84	92
Q10 Warmth of greeting	80	81	52	78	82	86	95
Q11 Ability to listen	80	82	52	79	83	87	95
Q12 Explanations	79	81	52	77	81	85	94
Q13 Reassurance	77	79	52	76	80	84	94
Q14 Confidence in ability	81	82	53	79	83	86	95
Q15 Express concerns/fears	79	80	52	76	81	85	95
Q16 Respect shown	82	84	53	80	85	88	95
Q17 Time for visit	77	79	48	75	80	83	91
Q18 Consideration	77	78	51	75	79	83	96
Q19 Concern for patient	78	79	51	76	80	84	95
Q20 Self care	77	78	52	75	79	83	94
Q21 Recommendation	79	81	51	78	82	86	95
<b>About the staff</b>							
Q22 Reception staff	78	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	76	74	50	71	74	77	85
Q24 Information of services	71	70	49	68	71	74	82
<b>Finally</b>							
Q25 Complaints/compliments	65	64	43	61	64	68	75
Q26 Illness prevention	66	67	47	65	67	71	79
Q27 Reminder systems	61	66	47	63	66	70	77
Q28 Second opinion / comp medicine	64	65	44	63	65	68	81
Overall score	70	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

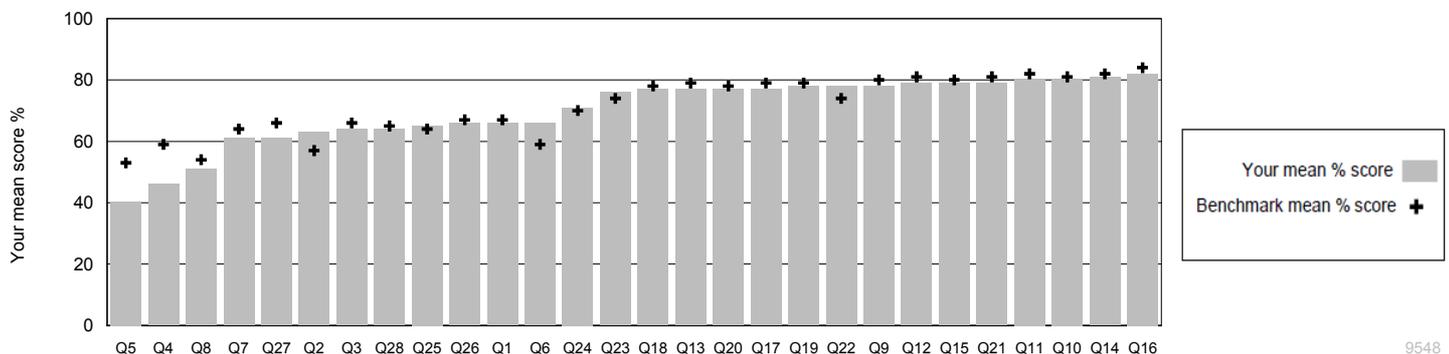
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\*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (8001-10000 patients)



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## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	21	77	70	41	66	71	75	90
25 - 59	109	70	71	50	68	72	75	81
60 +	75	70	73	49	70	74	77	88
Blank	18	66	70	48	66	71	75	92
<b>Gender</b>								
Female	136	71	71	49	68	72	75	83
Male	67	70	73	48	70	74	76	83
Blank	20	64	70	50	65	71	75	92
<b>Visit usual practitioner</b>								
Yes	63	71	74	51	71	75	77	85
No	130	69	69	43	65	69	73	80
Blank	30	75	71	49	67	71	75	86
<b>Years attending</b>								
< 5 years	48	71	72	45	68	73	76	82
5 - 10 years	47	74	71	48	67	71	75	83
> 10 years	107	68	72	51	69	73	76	85
Blank	21	70	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	08/10/2013	15/09/2008	12/11/2007
Q1 Opening hours satisfaction	66	70	60	65
Q2 Telephone access	63	68	66	72
Q3 Appointment satisfaction	64	63	64	69
Q4 See practitioner within 48hrs	46	45	49	60
Q5 See practitioner of choice	40	43	52	57
Q6 Speak to practitioner on phone	66	69	67	69
Q7 Comfort of waiting room	61	65	68	66
Q8 Waiting time	51	52	51	53
Q9 Satisfaction with visit	78	82	82	84
Q10 Warmth of greeting	80	82	83	85
Q11 Ability to listen	80	83	83	88
Q12 Explanations	79	81	82	86
Q13 Reassurance	77	80	80	84
Q14 Confidence in ability	81	83	85	88
Q15 Express concerns/fears	79	80	81	86
Q16 Respect shown	82	85	86	89
Q17 Time for visit	77	79	74	81
Q18 Consideration	77	80	77	84
Q19 Concern for patient	78	80	80	85
Q20 Self care	77	78	--	--
Q21 Recommendation	79	82	82	87
Q22 Reception staff	78	82	81	82
Q23 Respect for privacy/confidentiality	76	78	76	79
Q24 Information of services	71	73	73	75
Q25 Complaints/compliments	65	66	65	70
Q26 Illness prevention	66	69	68	74
Q27 Reminder systems	61	67	67	70
Q28 Second opinion / comp medicine	64	65	66	71
Overall score	70	73	72	76

-- no data available, question introduced in October 2009.

\*Dates in the table relate to date questionnaires were received by CFEP.

## 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?

- It is not practical to have any continuity of relationship with a named doctor as very hard to book appointment in realistic timeframe.
- Waiting 45 minutes for a 5 minute appointment.
- Every time I have needed a repeat prescription there has been some sort of problem, i.e. can't find it or has not been completed even though the correct 48 hours has been given.
- Not had need to complain so question 25 is difficult to answer.
- Have more appointments available for 'normal' non-urgent cases as a 2/3 week wait is not acceptable. Doctor call backs are very good though and usually work well.
- A thoroughly good service all round!
- Not really I have always managed to get seen and information I require.
- Better continuity between doctors as there are never times to see the doctor of your choice.
- The waiting time to get an appointment with a doctor is quite long, not too keen on over the phone conversations.
- Reduce waiting times when waiting to be seen.
- No improvement needed.
- Very good practice. Services very good. Staff always welcoming/helpful.
- Absolutely excellent for my family and myself.
- No complaints.
- Longer appointments with doctor.
- Saturday appointments - bring them back.
- If I want to complain, I will do so, tick sheet not required.
- Haven't made a complaint so cannot comment. Haven't had to make an appointment for a second opinion.
- Earlier reception times.
- More varied opening hours. Church style benches are so uncomfortable.
- Bendy seats in waiting area I find very uncomfortable (I'm only middle aged). Appointments so hard to get, whether it's a nurse or doctor. Very rare I get to see who I want if at all. Feel lucky if I get seen at all!
- Please help us shift workers be able to see a doctor or nurse without having to wait three weeks.
- Reception staff are always lovely, kind and understanding. Surgery is lucky with them.
- Difficulty in getting appointment with preferred doctor.
- Saturday morning opening.
- Shorter waiting time had to wait over 30 minutes to be seen.
- I personally think the practice is oversubscribed and that is where the failings lie.
- Since moving here, I have had some sort of issue collecting my regular prescription every time! Very frustrating.
- Would like to see a cover service over weekend. Also when doctors leave, a note to you saying they have left and who your new doctor is.
- Appointment reminder text service. More evening surgeries. E-mail advice service, with response from own GP. More accurate information regarding waiting time before you will be seen.

## Your patient feedback

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

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

- As a carer, I should be offered a health check - I wasn't. At my age I should have been offered a health check - I wasn't.
- Longer opening hours, especially for people who work. Open on Saturdays again. Better availability of emergency appointments. Not having to wait three weeks to a month to see a particular doctor.
- Sometimes the waiting goes over an hour so you are never sure what to put in for car parking.
- Ideally waiting times could be shorter but I appreciate that this is linked to the fact that the practice is so good at providing urgent care when needed.
- Excellent service always.
- More female doctors.
- The opening hours in the week are excellent. It would be nice to have a Saturday clinic even if it was just 8-3.
- Reduce the length of time to get an appointment.
- I have been here several years and has always been an excellent surgery. The waiting times are sometimes really long wait for an appointment.
- More consulting rooms and more doctors to decrease waiting time for appointment. I appreciate the difficulties of this.
- I haven't answered questions 25,26, and 28 as have no knowledge or experience of these.
- Their service is excellent.
- I always feel very lucky to be a patient here and would recommend them to everyone.
- Less time waiting for appointments. Fortnight wait not good. Telephone diagnosis not a good idea unless a proper appointment is offered. Unavailability of usual doctor.
- I wish we could speed up waiting time for appointments.
- What about weekend opening for doctor and nurse access?
- Excellent service provided.
- Keep on going the way you are.
- Waiting room - especially magazines!
- Questions 25, 27, 28 are all NA as far as I am concerned.
- Reduce waiting times for an appointment and provide information on doctors/nurses who are running late.
- Not sure how you would do this, but I know some people have been told that they need to find a new practice, but we are aware of people living in France etc still using the surgery when they come to visit. Query still registered with practice.
- Improving chances of seeing doctor within 48 hours.
- As with most GP practice, more appointment availability and longer opening hours would improve the service, but would need more doctors (always a problem considering the smaller numbers completing their GP training).
- Less part time doctors, more full timers for working people that cannot get in during week, no practice available at weekends.
- As usual friendly/efficient and business like.
- Improve how long you have to wait for your doctor/nurse as I had to wait 45 minutes to be seen!
- Would like a Saturday morning opening.

## 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?

- Regular health checks and preventative care. Cholesterol, blood pressure, weight, etc. GP said 'oh you haven't been worrying have you?' - YES I HAVE!
- Longer opening hours.
- I have no experience of many of these questions. I have marked these good.
- Allow internet online account booking service.
- Never seem able to get an appointment when first ringing. Always get doctors to ring back.
- In order to see a regular doctor who knows my health requirements I can wait for up to a month for an appointment. I end up seeing a different doctor every time I make an appointment which is frustrating for me and also them as they have to go through my notes and I have to explain my circumstance at every visit. This not only wastes my time, but also the doctors who are obviously extremely busy! With regard to reception - there isn't much which can be done to improve privacy and confidentiality due to the layout of the building.
- Try to keep doctors longer at this practice, they tend to come and go.
- Always impressed with staff and doctors.

## 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 staff are professional and warm.
- Keep up the good work.
- We appreciate the presence of a care coordinator at the practice but there have been occasions when the coordinator is not available because of other duties! Should not there be a deputy (or similar) that could help?
- One doctor is an excellent doctor and they don't need any improvement and I would highly recommend them to any of my friends and family.
- The doctors work hard to maintain a high level of care in the practice.
- No complaints.
- Availability and Saturdays at least for emergencies.
- Very good - when you get into one!
- They are all good although never get to see same one twice.
- No, excellent.
- My usual GP is excellent.
- Weekend cover service.
- No improvements, the nurse printed out what she felt my problem was.
- The NHS need to focus more on preventative health care - so regular blood pressure, cholesterol checks to avoid a medical episode before they happen. I would happily pay for these to be done regularly.
- Nurses are excellent. Doctors more time for consultations. Offer other services such as acupuncture and more provision for counsellors for mental health issues.
- None - very pleased and appreciative of the care my baby received.
- I have been coming to the surgery for many years and all the doctors and nurses I have seen over the years have been very good.
- Excellent doctor.
- The nurse I saw was fine. Some of the doctors appear bored and disinterested in their work - been doing routine work too long I expect. Some doctors could be better at giving information. One doctor is a difficult doctor for the others to live up to - they are missed.
- Continuity of care not always possible with ever changing GPs.
- Excellent practice.
- Doctors and nurses calling patients through are quite quiet! Perhaps a little louder in calling out the patients' names.
- Consider how a patient is feeling when finding a lump even though doctor virtually dismisses findings over the phone.
- Excellent today.
- No improvement required by the doctors or nurses - they do an excellent job! The problems are all to do with the administration and appointment booking system! I never get to see the same doctor twice and still end up waiting almost a month for an appointment.
- One doctor has looked after my condition for years and I find them very helpful.

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 = 223

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	5	20	68	81	45	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(5 \times 0) + (20 \times 25) + (68 \times 50) + (81 \times 75) + (45 \times 100)}{(223 - 4)} = 14,475/219$$

Your mean percentage score for Q1 = 66%

### 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	66

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

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\*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"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<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"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<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"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<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"/>				
23	Respect shown for your privacy and confidentiality	<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"/>				

### 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"/>				
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"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<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

**New Court Surgery**  
Borough Fields  
Royal Wootton Bassett  
Swindon  
Wiltshire  
SN4 7AX

**Practice List Size: 9300**  
**Surveys Completed: 223**  
has completed the

## Improving Practice Questionnaire

Completed on March 2015



**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.