

**Private and Confidential**

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## **Improving Practice Questionnaire Report**

Village Green Surgery

September 2011



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Ms Beverley Suddick  
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28 September 2011

Dear Ms Suddick

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 for us to improve our services, we would be very grateful if you could complete and return the enclosed feedback form.

Please contact the office on 0845 5197493 or [reports@cfep.co.uk](mailto: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
Q1 Opening hours satisfaction	0	17	92	104	33	5
Q2 Telephone access	13	38	96	71	28	5
Q3 Appointment satisfaction	7	24	79	85	48	8
Q4 See practitioner within 48hrs	7	37	78	77	45	7
Q5 See practitioner of choice	38	51	75	55	22	10
Q6 Speak to practitioner on phone	17	46	89	44	21	34
Q7 Comfort of waiting room	4	30	97	84	31	5
Q8 Waiting time	28	68	83	43	9	20
Q9 Satisfaction with visit	8	13	70	87	63	10
Q10 Warmth of greeting	3	15	73	83	69	8
Q11 Ability to listen	8	16	58	81	82	6
Q12 Explanations	6	11	70	84	75	5
Q13 Reassurance	8	17	74	78	69	5
Q14 Confidence in ability	4	15	59	80	82	11
Q15 Express concerns/fears	5	15	72	80	74	5
Q16 Respect shown	5	10	60	75	94	7
Q17 Time for visit	4	18	66	85	73	5
Q18 Consideration	7	13	73	79	65	14
Q19 Concern for patient	3	15	73	72	70	18
Q20 Self care	2	15	79	66	68	21
Q21 Recommendation	4	15	65	71	81	15
Q22 Reception staff	5	15	83	79	68	1
Q23 Respect shown	3	18	74	73	74	9
Q24 Information of services	5	17	76	86	50	17
Q25 Complaints/compliments	6	28	91	69	25	32
Q26 Illness prevention	3	24	92	78	30	24
Q27 Reminder systems	8	18	95	71	27	32
Q28 Second opinion / comp medicine	6	22	88	60	22	53

Blank 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	66		67	44	62	66	71	99
Q2 Telephone access	56		64	24	56	64	72	99
Q3 Appointment satisfaction	65		69	37	64	69	74	99
Q4 See practitioner within 48hrs	62		65	25	57	65	72	99
Q5 See practitioner of choice	47		61	24	53	60	69	99
Q6 Speak to practitioner on phone	51		61	31	54	61	67	99
Q7 Comfort of waiting room	61		66	31	61	66	72	100
Q8 Waiting time	43		58	24	51	57	63	99
About the practitioner								
Q9 Satisfaction with visit	69		80	49	76	80	84	99
Q10 Warmth of greeting	71		81	50	78	82	86	99
Q11 Ability to listen	72		81	50	78	82	86	100
Q12 Explanations	71		80	49	77	81	84	100
Q13 Reassurance	69		79	49	75	79	83	100
Q14 Confidence in ability	73		82	50	79	83	86	100
Q15 Express concerns/fears	71		80	50	76	80	84	100
Q16 Respect shown	75		83	50	80	84	88	100
Q17 Time for visit	71		74	46	70	74	79	100
Q18 Consideration	69		78	48	74	78	82	100
Q19 Concern for patient	70		79	48	75	79	83	100
Q20 Self care	70		80	51	78	81	85	99
Q21 Recommendation	72		81	46	77	81	85	100
About the staff								
Q22 Reception staff	69		77	40	72	76	81	99
Q23 Respect shown	70		76	45	72	76	80	100
Q24 Information of services	67		73	43	69	73	77	100
Finally								
Q25 Complaints/compliments	59		66	42	62	66	71	100
Q26 Illness prevention	62		70	46	66	69	73	100
Q27 Reminder systems	60		68	43	63	67	72	99
Q28 Second opinion / comp medicine	59		68	44	63	67	72	99
Overall score	65		73	46	69	73	77	100

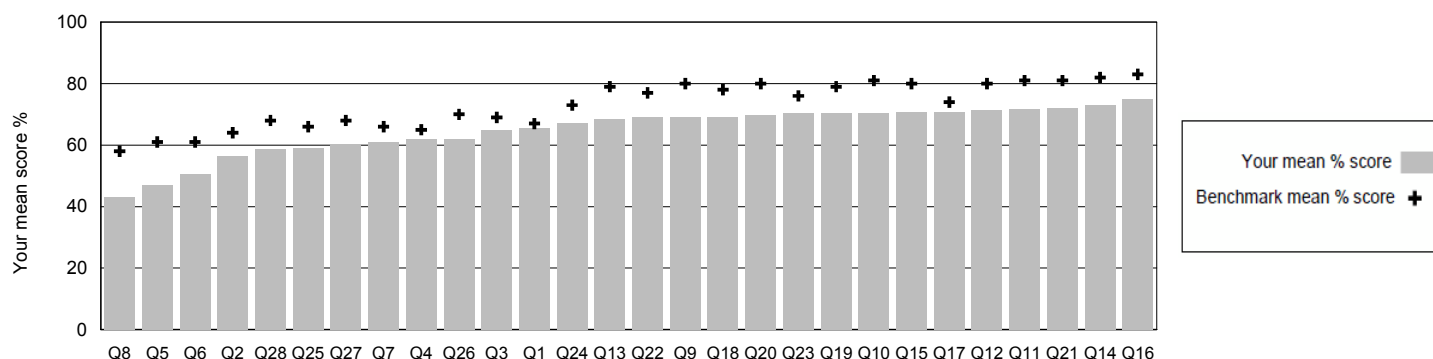
Your mean score for this question falls in the highest 25% of all means  
 Your mean score for this question falls in the middle 50% of all means  
 Your mean score for this question falls in the lowest 25% of all means

\* Based on data from 3027 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 (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	66	65	50	62	66	69	94
Q2 Telephone access	56	59	31	53	61	67	93
Q3 Appointment satisfaction	65	67	49	62	67	71	92
Q4 See practitioner within 48hrs	62	62	38	56	62	68	90
Q5 See practitioner of choice	47	55	31	50	55	60	87
Q6 Speak to practitioner on phone	51	58	37	54	59	63	91
Q7 Comfort of waiting room	61	65	41	61	65	70	89
Q8 Waiting time	43	55	35	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	69	80	58	77	80	84	94
Q10 Warmth of greeting	71	81	60	78	82	85	93
Q11 Ability to listen	72	82	59	79	83	86	94
Q12 Explanations	71	81	57	77	81	85	93
Q13 Reassurance	69	79	58	76	80	83	92
Q14 Confidence in ability	73	82	59	80	83	86	93
Q15 Express concerns/fears	71	80	60	77	81	84	92
Q16 Respect shown	75	84	51	81	85	88	94
Q17 Time for visit	71	74	53	70	74	78	91
Q18 Consideration	69	78	57	75	78	82	93
Q19 Concern for patient	70	79	58	76	80	83	92
Q20 Self care	70	81	72	78	82	85	91
Q21 Recommendation	72	81	56	78	82	85	91
About the staff							
Q22 Reception staff	69	74	56	71	75	78	93
Q23 Respect shown	70	74	57	71	74	77	86
Q24 Information of services	67	71	56	68	71	74	91
Finally							
Q25 Complaints/compliments	59	64	50	61	64	68	94
Q26 Illness prevention	62	68	55	65	68	71	88
Q27 Reminder systems	60	66	51	63	66	69	91
Q28 Second opinion / comp medicine	59	66	48	63	66	69	94
Overall score	65	72	56	68	72	75	91

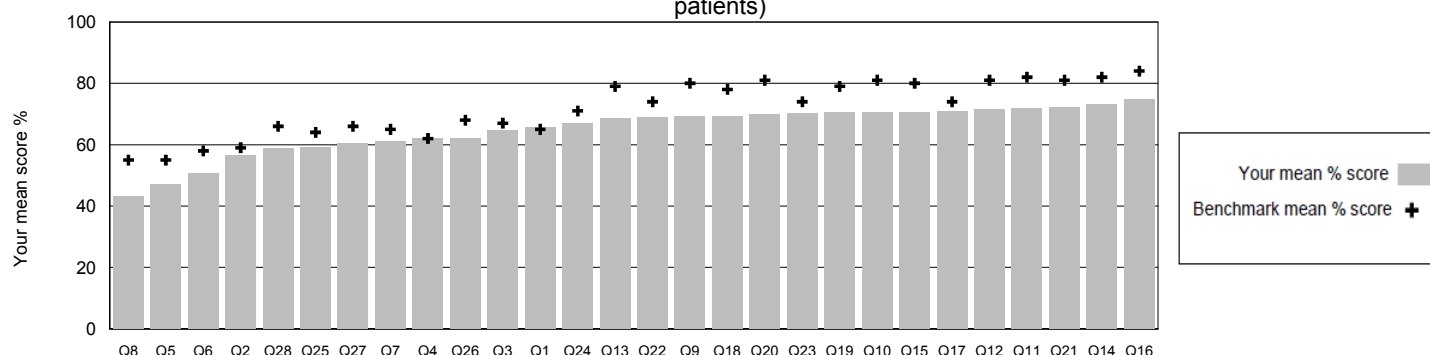
Your mean score for this question falls in the highest 25% of all means  
 Your mean score for this question falls in the middle 50% of all means  
 Your mean score for this question falls in the lowest 25% of all means

\* Based on data from 391 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 (8001-10000 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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	25	62	70	51	66	70	74	91
25 - 59	129	65	71	56	67	71	74	91
60 +	81	66	74	55	72	75	78	93
Blank	16	65	70	45	65	71	75	90
Gender								
Female	151	66	71	55	68	72	75	91
Male	84	64	73	52	70	73	76	91
Blank	16	65	70	49	65	71	76	100
Visit usual practitioner								
Yes	105	69	74	58	71	74	77	92
No	110	62	68	51	65	68	72	90
Blank	36	63	70	50	67	70	74	86
Years attending								
< 5 years	31	69	72	52	69	72	76	90
5 - 10 years	39	63	71	54	67	71	74	91
> 10 years	160	65	72	57	69	72	76	92
Blank	21	66	70	45	66	71	75	90

\* Based on data from 391 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\*

	21/06/2011	25/01/2005
Q1 Opening hours satisfaction	66	59
Q2 Telephone access	56	43
Q3 Appointment satisfaction	65	50
Q4 See practitioner within 48hrs	62	44
Q5 See practitioner of choice	47	32
Q6 Speak to practitioner on phone	51	41
Q7 Comfort of waiting room	61	63
Q8 Waiting time	43	38
Q9 Satisfaction with visit	69	69
Q10 Warmth of greeting	71	72
Q11 Ability to listen	72	74
Q12 Explanations	71	72
Q13 Reassurance	69	71
Q14 Confidence in ability	73	74
Q15 Express concerns/fears	71	71
Q16 Respect shown	75	75
Q17 Time for visit	71	65
Q18 Consideration	69	69
Q19 Concern for patient	70	70
Q20 Self care	70	--
Q21 Recommendation	72	71
Q22 Reception staff	69	63
Q23 Respect shown	70	66
Q24 Information of services	67	62
Q25 Complaints/compliments	59	51
Q26 Illness prevention	62	60
Q27 Reminder systems	60	55
Q28 Second opinion / comp medicine	59	57
Overall score	65	61

-- 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

- Problems getting through on the phone - very poor.
- More choice and opportunity to see doctor you prefer on the same day or within 48 hours. Whenever I telephone for an appointment I do not ever get to see the doctor I want - usually week in advance.
- Less waiting times.
- Update the photos and information board.
- I have only been registered at the practice for the last 2 years and there has been a problem on many visits. Incorrect prescriptions given, being told prescription was not ready when I called and it had been. Waiting times are always long and inconvenient to get back to work. Prescriptions given for medication not easily available or not available any longer. Never see the same doctor.
- Take out drinks and eats machine and put water in.
- Up to date magazines. Nice to see improvement in reception staff attitude.
- The door and access should be able to get a double buggy in.
- To be able to transfer calls from reception to appropriate number i.e. nurse, prescriptions etc.
- The telephone service is very bad for a doctors surgery and should be dealt with as soon as possible. I rang up on the dot of opening time and just got the press button options then got put in a queue then you end up at beginning again and press buttons again. This can happen up to 6 times in 45 minutes to get through. Appointments for emergencies or slots.
- To continue with the excellent practice that is ongoing within the surgery. Extended appointment to enable the discussion of more than one ailment.
- Generally a good satisfactory service.
- No complaints.
- My only complaint is being told my asthma inhalers will be stopped if I do not attend an annual asthma review - my asthma is well controlled and medication is never changed yet I need to take time off work and come to a daytime only appointment. Wastes my time and yours.
- More advertisements about mental health services e.g. people with anxiety - different treatments etc.
- It can be very difficult to get through to the nurses station to make appointments. Can there be one streamlined service?
- Supply a health check!
- Remove the cat - I have an allergy.
- It is hard to have consistency of care for an ongoing problem when often you cannot get an appointment with the same doctor repeatedly.
- Overall a very good surgery.
- Please provide chairs. People with back/spine problems who use the present furniture can cause a great deal of pain and distress. Thank you.
- Seating does not suit all patients i.e. disabled, pregnant, elderly or anyone with joint problems.
- To be able to book appointments with choice of doctor in advance. Provide children's toys/books etc for waiting room.
- My son recently had to have doctors notes for his school which cost him £40, as he only receives EMG, this was a lot of money for him to find. I realise it is taking up a doctors time but when asking friends and family their doctors do not charge so find this unfair.

## 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

- When doctors are running late they could let waiting patients know. Maybe a blackboard with the doctor x running 40 minutes late etc.
- Been part of the surgery for many years I have never had any concerns.
- Somewhere private to go to speak to reception or even the offer from the receptionist to speak privately.
- Only been with the practice since December 2010, so some questions not relevant to me.
- . 0 X-
- Always a pleasure considering it is a visit because you are not well.
- I am very happy with this practice.
- I will not attend the Epilepsy clinic as I was waiting outside to go in for 40 minutes and I could hear the patient before me - every word. Sound proof doors would help.
- All staff seem really friendly and polite - excellent service!
- Never needed to complain or to seek a second opinion.
- Overall I am very happy with this practice and one of the doctors in particular is exceptional.
- I am not sure how it could improve the service it has already. You have an excellent service in place.
- Not having to self diagnosis - just to get an appointment would be good. The pharmacist not trying to over rule speicalists just to save a few pounds, not letting the cat sit on patients seats. Talk about healthy eating - chocolate vending machine!! Only glad I am not allergic to peanuts.
- Reception staff should not have a negative attitude towards patients who are occasionally late. I have never been seen at my due time.
- Early morning telephone calls for appointments could be better.
- Not having too many vending machines in waiting room. I can understand at a hospital but too many in a doctors practice makes the waiting room look ugly.
- Occasional weekend appointments.
- To introduce a practical system of appointments instead of the current one, when an average wait after the appointment time seems to be 40 minutes.
- Very happy with the service.
- By being a little more organised whilst waiting for blood pressure checks etc. No one at reception window for a long time, maybe another staff member would help out to save time!
- Very good.
- Brilliant.
- Waiting time is a little long.
- Keep one of the doctors.
- It is ok the way it is.

## 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

- Most (doctors) do not have a clue and when you want to see a doctor of your choice you have to wait 2 - 3 weeks. Not acceptable!!
- Very happy with the doctor on this occasion.
- Stay as you are.
- Doctors waiting time and to see a doctor or a doctor of your choice needs to be rearranged causing waiting with small children up to 45 minutes is not fun.
- Read notes from doctors last visit for long term sick, stay consistent with what is written on sick note and not change it.
- More understanding and friendly.
- No complaints.
- No improvement needed.
- The doctor is an excellent doctor.
- By putting test results back to nurse reception and would be a greater help to keep the conversation and test outcome private.
- Turnover of some the doctors high - therefore little continuity of treatment.
- I have always found the nurses very good at this practice. The doctor I see at the moment is very good in all respects.
- Due to unforeseen circumstances in a patient being late "be more tolerate" as sometimes a doctor or nurse can be late for their appointment.
- The only thing I do not like is the radio on all the time. I find it quite loud but it is the only thing I do not like.
- My doctor's perfect as far as I am concerned.
- I have always been happy with this practice. However, some members of my family actively avoid certain doctors, finding them abrupt and grumpy!
- Doctors seem fine though I do not think I have seen the same doctor twice. Nurses can at times think they know better than doctor.
- All doctors/nurses are a good standard.
- Giving results for blood test could be improved.
- No confidence in one of the doctors. They are rude and confrontational.
- Practice works ok for me when you think about the number of people seen.
- Very pleasant and forthcoming in their work.
- All ok.
- Everything in my opinion is well run apart from waiting for someone at the nurses reception area!
- Get one of the doctors back.
- I am happy.

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 = 251

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank
Number of ratings	0	17	92	104	33	5

Value assigned to each rating	0	25	50	75	100	n/a
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$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of 'blanks'})} = \frac{(0 \times 0) + (17 \times 25) + (92 \times 50) + (104 \times 75) + (33 \times 100)}{(251 - 5)} = 16,125/246$$

Your mean percentage score for Q1 = 66%

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	66	44	62	66	71	99

\* Based on data from 3027 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 for every question and also the number of 'blank' responses where patients did not respond to the question. 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 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



0 4 0 5 A

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 ➞





0 4 0 5 B

**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**

# Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).  
Please retain this form for future reference and to present to your PCT if required.

## **PART 1: 2011/2012**

### **A. Discussion of local practice survey findings**

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

4. Which responses were most positive?

5. Which responses were least positive?

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7. What are the main priorities identified by the PRG?

8. What are the main priorities identified by practice staff?

## B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

### Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

## **PART 2: 2012/2013**

(To be completed after completion of second survey)

### **A. Discussion of local practice survey findings**

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your PRG and your practice staff?

Patient experience issue	What has been done to address this?

4. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

5. In which areas have you seen most change?

Last survey (2011/2012)	This survey (2012/2013)

6. What are the main priorities identified by the PRG? (These may be the same as for the last survey or other areas may now be deemed more significant).

7. What are the main priorities identified by practice staff?

### B. Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

#### Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:



# Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1(b). Please comment on what you feel were the positive aspects of the survey					
1(c). Please comment on any aspects of the survey which you feel could be improved					

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2(b). Please comment below on your response in 2(a)				

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>
3(b). Please comment below on your response in 3(a)		

**Thank you for your feedback. Please return this form to:-  
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- ☐ Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- ☐ We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.