

Private and Confidential

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Improving Practice Questionnaire Report

Churchdown Surgery

February 2013



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Dear Ms Morris

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=145723>

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	0	26	119	143	62	5
Q2 Telephone access	25	67	121	101	39	2
Q3 Appointment satisfaction	5	19	109	146	74	2
Q4 See practitioner within 48hrs	4	21	71	96	158	5
Q5 See practitioner of choice	7	46	96	130	68	8
Q6 Speak to practitioner on phone	9	19	120	104	52	51
Q7 Comfort of waiting room	12	98	139	78	22	6
Q8 Waiting time	14	97	140	66	21	17
Q9 Satisfaction with visit	0	7	56	142	147	3
Q10 Warmth of greeting	4	5	52	131	163	0
Q11 Ability to listen	0	4	44	129	175	3
Q12 Explanations	0	6	60	139	142	8
Q13 Reassurance	0	9	55	143	143	5
Q14 Confidence in ability	1	5	44	120	179	6
Q15 Express concerns/fears	0	10	50	144	146	5
Q16 Respect shown	1	2	44	125	181	2
Q17 Time for visit	0	15	61	135	140	4
Q18 Consideration	1	4	66	128	137	19
Q19 Concern for patient	0	10	54	125	148	18
Q20 Self care	0	9	62	141	124	19
Q21 Recommendation	0	9	47	120	163	16
Q22 Reception staff	1	10	74	144	118	8
Q23 Respect for privacy/confidentiality	0	16	86	131	112	10
Q24 Information of services	1	28	95	120	92	19
Q25 Complaints/compliments	3	29	126	94	51	52
Q26 Illness prevention	2	29	118	114	62	30
Q27 Reminder systems	3	31	119	100	67	35
Q28 Second opinion / comp medicine	1	17	108	93	42	94

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

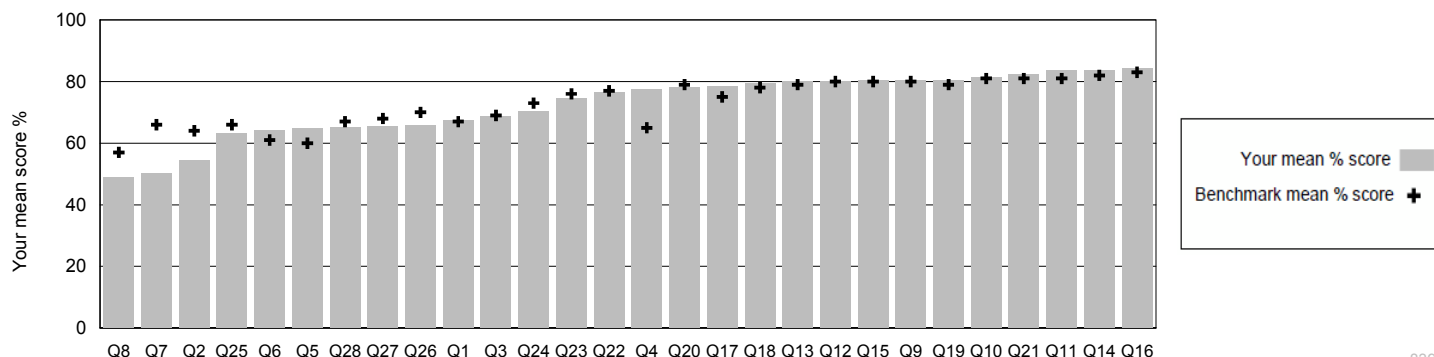
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	67	40	63	67	71	99
Q2 Telephone access	54	64	22	55	64	72	99
Q3 Appointment satisfaction	69	69	35	64	69	74	99
Q4 See practitioner within 48hrs	77	65	22	57	64	72	99
Q5 See practitioner of choice	65	60	23	52	60	68	99
Q6 Speak to practitioner on phone	64	61	31	54	61	67	99
Q7 Comfort of waiting room	50	66	21	61	66	72	100
Q8 Waiting time	49	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	80	80	48	76	80	84	99
Q10 Warmth of greeting	81	81	47	78	82	86	99
Q11 Ability to listen	84	81	49	78	82	86	100
Q12 Explanations	80	80	47	76	81	85	100
Q13 Reassurance	80	79	48	75	79	83	100
Q14 Confidence in ability	84	82	47	78	83	86	100
Q15 Express concerns/fears	80	80	48	76	80	84	100
Q16 Respect shown	84	83	45	80	84	88	100
Q17 Time for visit	78	75	45	70	75	79	100
Q18 Consideration	79	78	47	74	78	82	100
Q19 Concern for patient	80	79	43	75	79	83	100
Q20 Self care	78	79	51	75	80	83	99
Q21 Recommendation	82	81	46	77	81	85	100
About the staff							
Q22 Reception staff	77	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	75	76	42	72	76	80	100
Q24 Information of services	70	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	63	66	38	62	66	70	100
Q26 Illness prevention	66	70	19	66	69	73	100
Q27 Reminder systems	65	68	42	63	67	72	99
Q28 Second opinion / comp medicine	65	67	37	63	67	71	99
Overall score	73	73	44	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

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*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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 (>12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	65	49	61	65	68	78
Q2 Telephone access	54	54	24	47	54	61	81
Q3 Appointment satisfaction	69	65	42	60	65	69	81
Q4 See practitioner within 48hrs	77	59	22	53	60	65	82
Q5 See practitioner of choice	65	51	23	45	51	58	85
Q6 Speak to practitioner on phone	64	57	31	51	57	62	77
Q7 Comfort of waiting room	50	63	41	59	63	69	85
Q8 Waiting time	49	54	34	50	54	59	75
About the practitioner							
Q9 Satisfaction with visit	80	80	63	76	80	83	94
Q10 Warmth of greeting	81	81	67	78	81	84	95
Q11 Ability to listen	84	82	68	78	82	85	96
Q12 Explanations	80	80	67	77	81	84	95
Q13 Reassurance	80	79	65	75	79	82	94
Q14 Confidence in ability	84	82	67	79	83	85	95
Q15 Express concerns/fears	80	80	66	76	80	83	94
Q16 Respect shown	84	84	70	81	84	87	95
Q17 Time for visit	78	74	57	70	74	78	93
Q18 Consideration	79	78	63	75	78	81	92
Q19 Concern for patient	80	79	64	75	79	82	93
Q20 Self care	78	79	65	75	79	82	92
Q21 Recommendation	82	81	64	78	81	84	95
About the staff							
Q22 Reception staff	77	72	56	68	72	75	83
Q23 Respect for privacy/confidentiality	75	71	57	68	72	75	83
Q24 Information of services	70	68	54	65	69	72	80
Finally							
Q25 Complaints/compliments	63	62	47	58	62	66	76
Q26 Illness prevention	66	66	52	63	66	69	80
Q27 Reminder systems	65	64	50	60	64	67	80
Q28 Second opinion / comp medicine	65	64	49	60	64	67	77
Overall score	73	70	55	67	71	74	86

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

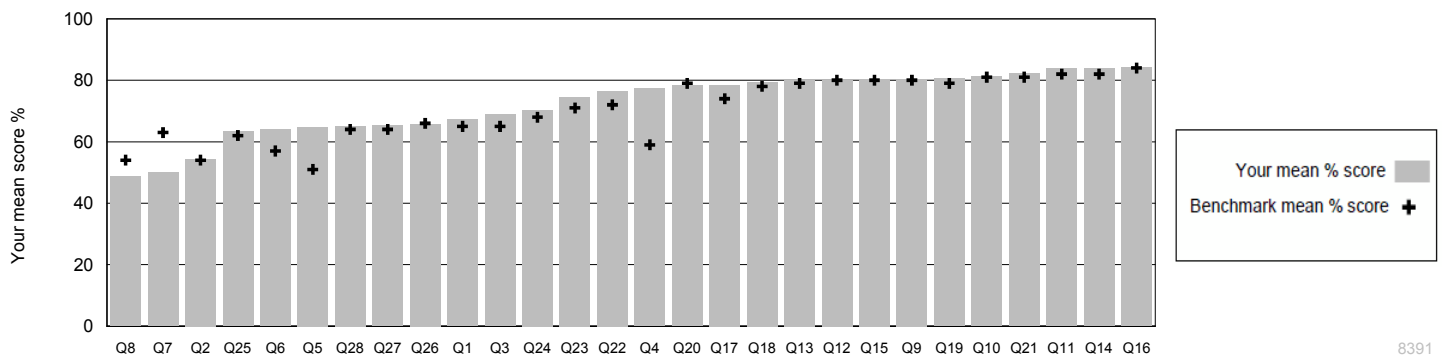
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*Based on data from 278 practices carrying out 358 surveys between April 2008 and March 2012 with 25 or more responses.

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 (>12000 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 (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	40	75	68	49	65	69	72	83
25 - 59	160	72	69	55	66	70	72	87
60 +	138	72	73	54	70	73	76	85
Blank	17	74	69	42	64	69	73	90
Gender								
Female	221	72	70	55	66	70	73	86
Male	116	73	72	57	68	72	75	85
Blank	18	73	69	40	64	69	73	85
Visit usual practitioner								
Yes	233	73	73	57	70	73	76	86
No	89	72	67	49	63	67	70	84
Blank	33	71	69	52	65	69	73	86
Years attending								
< 5 years	61	74	71	56	67	71	74	88
5 - 10 years	59	74	70	46	66	70	73	86
> 10 years	220	72	71	55	68	71	74	85
Blank	15	73	69	50	64	69	74	86

*Based on data from 278 practices carrying out 358 surveys between April 2008 and March 2012 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	16/01/2012	30/05/2008	20/08/2007
Q1 Opening hours satisfaction	67	70	69	64
Q2 Telephone access	54	62	64	57
Q3 Appointment satisfaction	69	75	77	71
Q4 See practitioner within 48hrs	77	80	80	77
Q5 See practitioner of choice	65	71	68	66
Q6 Speak to practitioner on phone	64	68	66	63
Q7 Comfort of waiting room	50	55	58	47
Q8 Waiting time	49	56	59	56
Q9 Satisfaction with visit	80	83	85	82
Q10 Warmth of greeting	81	85	87	82
Q11 Ability to listen	84	84	87	83
Q12 Explanations	80	83	86	83
Q13 Reassurance	80	81	83	82
Q14 Confidence in ability	84	84	86	84
Q15 Express concerns/fears	80	82	84	82
Q16 Respect shown	84	86	88	85
Q17 Time for visit	78	80	79	74
Q18 Consideration	79	80	84	79
Q19 Concern for patient	80	81	85	81
Q20 Self care	78	80	--	--
Q21 Recommendation	82	84	86	83
Q22 Reception staff	77	76	78	75
Q23 Respect for privacy/confidentiality	75	76	77	73
Q24 Information of services	70	72	73	70
Q25 Complaints/compliments	63	66	66	65
Q26 Illness prevention	66	67	69	67
Q27 Reminder systems	65	67	66	65
Q28 Second opinion / comp medicine	65	68	67	65
Overall score	73	75	76	73

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

*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

- Politeness of reception staff!
- This practice is always efficient and friendly.
- Need to consider providing information in large print for those that are visually impaired and tagging the notes.
- Get the new surgery built! - Good service otherwise.
- Needs a bigger surgery, with parking.
- A weekend appointment would be of great use as children usually seem to get poorly on a weekend, so it seems.
- Keep kids activity blocks and books downstairs to entertain them.
- Very satisfied with this practice.
- Getting through to the surgery by telephone is difficult at times, which can result in not being able to get an appointment.
- Telephone to make appointments on hold too long and takes too long to get through. Only able to make appointment for that day.
- Leaflets in waiting room are not always accessible.
- I am more than happy with this doctor and my prescriptions delivered as I am disabled.
- I don't really think, except for a little more space, you need to improve in any way. I must say the extra space you already have made has helped a lot. As long as the practice stays in Churchdown please.
- It is now so much more easier to telephone the practice surgery number now it is a local number, rather than the 0844 number.
- Promote website.
- Parking.
- Improve telephone system.
- Excellent in all aspects.
- Phoning to make appointment - 0844 number very expensive. Have phoned many times to make appointment. If doctor says to see you next week there should be a way of forward making this appointment without so many calls at 8:00 in the morning.
- Lack of children's books/toys to keep the occupied. Have already noticed there is a new abacus now. Thank you.
- Radio too loud upstairs - area very echoey.
- More privacy at reception please.
- Late (night/evening) appointments where possible.
- I am new to this practice and I am very happy with the service provided.
- Getting an appointment on the day.
- Thank you no, it's great!
- I feel this surgery is in very much need of refurbishing or better still re-locating to a place with better parking facilities.
- Changes to the phone system, getting through to anyone at times is a nightmare.
- More magazines.
- Bigger premises!

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

- Bigger waiting rooms. Shorter waiting times.
- We are very grateful for what we have.
- Easy chance to make appointments rather than ringing on the morning.
- Car parking would be very good.
- More privacy needs to be obtained for patients who come and talk to the receptionists regarding their names, addresses and medications.
- Extend time for calling in for results.
- Could be better at informing patients of test results and sending out reminders.
- I have never had anything other than exemplary service from this surgery. All staff with whom I have had dealings have been kind and caring.
- I find this doctor to be an exceptional practitioner who has supported and taken my concerns very seriously. Their reassurances help me to feel more confident about my own health and wellbeing.
- Turn the music down in the waiting room. It is very anxiety provoking. Some way of knowing whether you have missed your name if you arrive near your time and have to do a sample after checking in.
- Music very annoying - would you like it? It is not relaxing - why not play chill out music in the background. More information needed for carers.
- I have always been more than satisfied with the service at this practice and would not want to go anywhere else. Do miss one doctor very much.
- A new sight with better parking.
- The lady on reception this morning was warm and welcoming but sometimes I find a couple of them very stern and not massively approachable, which is the last thing you want when not feeling very well. I also feel their sternfulness on the phone too.
- A new building! The current building is not suitable for parents with children although the doctors are very good and try to see me downstairs as much as possible.
- Online appointment booking service is unreliable.
- Very difficult to get hold of secretaries. Not returning calls when message left.
- I cannot always make an ahead appointment with my doctor - which I prefer. It sounds good to phone and get an appointment the same day - but it's hard to get through early morning. I have mixed views on this - it is nice to be able to be seen on the day - even if it is not ones own doctor - providing you can get through.
- I come to make appointment at 8 o'clock on the day, I want to see my doctor. To be told it is fully booked, so how can it be fully booked when you cannot make appointments only on the day.
- Waiting room needs refurbishing.
- Do not build new premises on the grounds on the community centre! Other better sites available!
- I find it very difficult to make an appointment with a doctor of choice, as you can only ring on the day. The computer booking system I signed up for never works! Whilst waiting for twenty minutes to be seen, at least 6 people tried to check in via the computer, which didn't work for anyone, yet the reception staff said nothing and just let them do it.
- I have not spoken to a doctor by phone. Doctors are difficult to make appointments with!
- Modernise the practice. More children entertainment as you can wait a long time.
- Most staff smile at reception except one who makes you feel very uncomfortable and like you are being a burden!
- The waiting area needs to be updated, apart from that all great.

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

- Computer booking system working.
- Respect better the time of an appointment.
- Somewhere you can get a drink, a water machine, especially when feeling very weak.
- Cheaper phone system. Well woman check would be good.
- The waiting areas could be more cheerful and comfortable. Blank white walls are a bit boring and it's like sitting in a station waiting room. Furniture is very basic - a children's corner might be good too.
- I find the practice runs very well. Good system.
- Better waiting room.
- Change the answer phone so that you are told to ring 999 in an emergency before the first message. When the surgery is busy you can't get through to hear the 999 message! The online prescription did not work smoothly. The items were not delivered to the chemist as requested.
- Clean the floors in waiting room with a mop and bucket.
- Appointments unable to make advance appointments. Having to ring on the day you could be trying all morning and cost of 0844.
- I have been a patient of this practice for many years and I have always been and still have been well looked after, a new surgery would give them better conditions.
- I needed to see my doctor last week but could not call until after 10:00 (too ill to call). I was unable to get a same day appointment and not offered a next day appointment (told to call back next day). I ended up in an ambulance and overnight in hospital.
- To get rid of one doctor.
- Better/more comfortable seats.
- I have always received a reliable, professional and caring at the practice. When I hear the problems my friends experience at other practices, I am shocked as I have always been delighted with my appointments/experiences here.
- Only one point. Having to ring an 0844 number to make an appointment.
- Very satisfied.
- Better choice of music. Bigger surgery.
- I find it excellent.
- The repeat prescription computer system. We have experienced many faults with the system e.g. the repeat request had not been received outside of the stipulated time period. Also, the repeat request has been sent to the wrong pharmacy! Even when we enter extra notes in the comments column.
- Excellent.
- Sort out the telephone system! Often have to try 3 or 4 times to get a human being to answer, often get no answer (engaged).
- Much better than my previous practice.
- Get rid of 0844 telephone system! At busy times it can cost a lot of money and still not get an appointment!
- Some later appointments (in the evening).
- Needs to move to better premises! Car parking is not easy.
- Reassuring to know that you can see a doctor on the day of telephoning.

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

- Bigger and more prominent notice re. Norovirus.
- Get rid of the 0844 telephone number. It costs too much to be kept on hold or transferred.
- Car parking (I have to travel 5 miles).
- Booking appointment easier to see your own doctor.
- Very happy for many years.
- Privacy when attending at desk.
- Building somewhat out of date. I suggest new premises needed. Press on with plans for new surgery! I could not always see my regular doctor every time I ring up. I suggest it should be possible to book an appointment with my regular doctor (even if it has to be on a future date).
- An online booking facility would be good.
- Problems with repeat prescription recently - lost, not ready had to return several times. Difficult to get test results - could you contact patient if doctor needs to be seen.
- I needed to get my weight done on a visit. I work many miles away. I was not able to just get on a set of scales without booking appointment. I had to go elsewhere to get it checked and it took 20 seconds.
- Very good.
- Bigger premises would help.
- Getting rid of 0844 number.
- The staff on reception were very friendly and helpful.
- The service provided by this surgery and staff throughout the years I have been registered has been excellent. Thank you.
- Perhaps extend some appointment times, myself and my family have been waiting up to an hour for an appointment before.
- Although my appointment was for 15:00 I was kept waiting for 35 minutes without any explanation or information!
- In my opinion this surgery is now too small for the amount of people it has to serve, also the staff are marvellous at all times.
- Brilliant.

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

- Always been happy with my doctor.
- Good.
- Excellent doctor - this doctor is always very good.
- Very happy with the doctors service and willingness to help.
- A local rate (01452) number would be helpful, as when you need to call in the morning sometimes you have to dial more than once to get through.
- Stick to appointment times - he is always running late - even on an appointment that was supposed to be first of their surgery.
- As far I am concerned myself the doctors are very good and really can't see how they could improve in any way.
- Very happy with this doctor.
- Brilliant!
- We wish she was full time.
- This doctor has been excellent towards my condition, very patient with me, I have been very worried, the side effects of medication have been very extreme, and she has been very supportive.
- She is fab!
- I have been very happy with this doctor.
- Be more assertive as seems hesitant!
- This doctor is a wonderful doctor!
- No comments necessary.
- I would like a way of contacting a doctor for general questions via email or phone.
- Not really.
- I find this doctor excellent.
- More pre bookable appointments.
- I have always found this service first class.
- Doctor was excellent. Very knowledgeable and helpful.
- Excellent.
- Only by spreading their load.
- Perfect.

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 = 355

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	26	119	143	62	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (26 \times 25) + (119 \times 50) + (143 \times 75) + (62 \times 100)}{(355 - 5)} = 23,525/350 = 67\%$$

Your mean percentage score for Q1 = 67%

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	67

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
40	63	67	71	99

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*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

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

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

About the practice

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

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

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

Please turn over ↶



About the doctor/nurse (continued....)

Poor Fair Good Very good Excellent

18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the staff

Poor Fair Good Very good Excellent

22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Finally

Poor Fair Good Very good Excellent

25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

<p>How old are you in years?</p> <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	<p>Are you:</p> <input type="checkbox"/> Female <input type="checkbox"/> Male	<p>Was this visit with your usual clinician?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No	<p>How many years have you been attending this practice?</p> <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

Churchdown Surgery

24 St Johns Avenue
Churchdown
Gloucester
GL3 2DB

Practice List Size: 13593

Surveys Completed: 355

has completed the

Improving Practice Questionnaire

Completed on 13 February 2013



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.